

When granting this request it should be done cheerfully at the start of the letter.

We are pleased to be able to grant your request of May 2nd for a twenty day extension on your draft for \$429.00, and have issued instructions to the Bank accordingly.

Your reasons for asking the favor were carefully considered and we appreciate that the present instance is a little unusual. We are glad to see that you expect your business will enable you to take care of this draft on the new due date.

Accept our hearty good wishes for your tourist season.

If a request for an extension is refused, the creditor should announce his decision first as courteously as possible, and then give the reasons fully with a courteous ending. If the request is granted in part, this should be announced with pleasure, and the willingness to accommodate shown as much as possible. A curt refusal should be avoided and, therefore, such letters are usually lengthy. Several examples follow:—

REFUSAL ON THE GROUNDS OF POLICY.

We have just received your letter of June 3rd, asking us to accept your Note for \$32.00 in settlement of your draft returned. In justice to our business we think you ought not to ask this favor of us.

It is our regular policy not to accept Notes, for the nature of our business is such that we absolutely cannot afford it. The terms we regularly allow represent the best we can do. If our accounts were larger and our goods of such a nature that they moved slowly, the situation would be entirely different, and we should