CONTENTS

CHAPTER 1

Introduction	3
CHAPTER 2	
INQUIRIES, QUOTATIONS AND REPLIES	
Letter of Inquiry	9
Reply to the above letter	10
Letter asking for Catalogue and Trade terms	11
Reply to the above	11
Enquiry for Rates	12
Reply to the above	12
Asking for quotations of cloth	13
Reply to the above	13
Letter regarding quotation of pencils	14
Reply to the above	14
An order for the supply of toys	15
Reply to the above	16
An order for the supply of bangles	16
Reply to the above	17
An order for the supply of utensils	18
Reply to the above	18
CHAPTED 2	
CHAPTER 3 ORDERS AND THEIR EXECUTION	
Letter placing order for books	20
Reply to the above	21
Placing order for radios	21
Reply to the above	22
Placing order for steel furnitures	22
Reply to the above	23
Placing order for pencils.	24
Reply to the above	24
Placing order for watches.	25
Tracing order for watches	23

Reply to the above
Order for hosiery goods
Reply to the above
Expressing inability to execute order
Asking for extension of time
Intimating increase of price
CHAPTER 4
COMPLAINTS AND THEIR ADJUSTMENT
Complaint for non-execution of an order
Reply to the above
Complaint regarding delay in delivery
Reply to the above. 32
Complaint about receipt of wrong goods
Reply to the above. 3:
Complaint about damaged goods
Reply to the above. 3:
Complaint of inferior quality
Reply to the above
Complaint for shortage of goods
Reply to the above
Complaint about goods different from sample
Reply to the above
Complaint about shortage in weight
CHAPTER 5
LETTERS REGARDING CANCELLATION OF ORDERS
g
Letter cancelling order due to bankruptcy of customer
Letter cancelling order on miscellaneous grounds
8
Cancelling order on miscellaneous ground. 4
CHAPTER 6
LETTERS RECOMMENDATIONS AND CREDIT
Letter of Recommendation to a Businessman
Simple Letter of credit
Letter No. 2
Circular Letter of credit

(vii)

CHAPTER 7

LETTERS OF REFERENCES AND STATUS INQUIRIES	
Letter asking for Bank reference	49
Letter asking for names of references	50
Letter with proforma invoice	50
Letter asking for credit and giving References	51
Letter taking up a Reference	51
Letter taking up a Reference	52
Favourable Reply–Letter No. 1	53
Favourable Reply–Letter No. 2	53
Non committal reply	54
Unfavourable reply Letter No. 1	54
Unfavourable reply Letter No. 2.	55
Letter refusing Credit.	55
Inquiry through a banker	56
Reply from bank.	56
CHAPTER 8	
CIRCULAR LETTERS	
Letter regarding establishment of a new branch	58
Letter announcing the admission of a partner	58
Letter announcing the removal of factory to new premises	59
Letter announcing the death of a partner and the admission	
of new partner.	59
Letter announcing the retirement of a Partner	60
Letter announcing the conversion of partnership firm	
into a limited Company	61
Letter announcing the granting of power of attorney	61
Letter announcing the obtaining an Agency	62
Letter announcing a clearance sale	63
Letter announcing the appointment of an agent	63
CHAPTER 9	
RECEIPT OF GOODS AND MODE OF PAYMENT	
Letter regarding Acknowledgement of goods received and	
payment made by cheque	65
Letter regarding Acknowledgement Remittance	66
Letter acknowledging a Sight Draft	66
Letter enclosing Bill for Acceptance	67

Letter regarding acceptance of draft
Letter regarding advice of Bill Drawn
Letter enclosing cheque on A/c of Bill in part payment
Letter regarding advice of remittance through another firm 69
Letter regarding Acknowledgement of remittance 69
Letter resenting overdrawing without advice
Letter asking permission to use the firm's name
Reply to the above
CHAPTER 10
REMINDERS AND REPLIES
Letter regarding reminder for placing an order
Reply to the above
Another form of reply
Reminder for stamped receipt
Reply to the above
A Reminder for books not dispatched in the bundle
A Reminder for dispatch of goods
CHAPTER 11
COLLECTION LETTERS
First Letter enclosing a statement of Accounts
Second letter enclosing a Duplicate Statement of Accounts
Third letter fixing a date of payment
Fourth letter threatening legal action
Reply to the Letter No. 1
Reply to the above
Another letter enclosing cheque
Letter asking a customer to take advantage of cash discount
A letter suggesting payment in instalments
Letter asking debtor to return part of the unsold goods 8.
Letter proposing to pay by instalments
Letter proposing to pay by installients
Legal notice regarding payment
Legal notice regarding payment
Legal notice regarding payment

Introducing a new soap and soap powder
Letter seeking new customers for a dairy
Notifying price increase to retailers
Letter persuading a prospect to install an electric motor
Second Follow up-letter
Last Follow up-letter
CHAPTER 13
IMPORT TRADE CORRESPONDENCE
Letter of Inquiry from an Indian merchant to a foreign firm
Letter of Inquiry from a foreign firm to an Indian Merchant
Reply to the above
Letter covering Indent
Reply to the above
Letter regarding Quotation
Reply to the above
Letter regarding acceptance of order
Letter informing shipment of goods
Reply to the above
Another form of Letter in reply
Letter regarding clearance of consignment
CHAPTER 14
EXPORT TRADE CORRESPONDENCE
Letter making an offer
Letter enclosing an indent
Another letter regarding indent
Letter advising shipment
Another Letter advising shipping
Timother Exercit and History Shipping
CHAPTER 15
AGENCY LETTERS
Letter regarding Inquiry for securing Agency
Reply to the above
Letter offering agency
Another Letter offering agency
Another Letter offering agency

Letter applying for sole agency by a foreign firm	109
Reply to the above	109
Letter accepting the agency	110
Letter asking explanation for low sales.	110
Letter informing termination of agency	111
Editor informing termination of agency	
CHAPTER 16	
INSURANCE LETTERS	
Letter enclosing policy	113
Letter regarding inquiry to surrender policy	114
Reply to the above	114
Another Reply	115
Letter suggesting alternative	115
Letter forwarding form of Application for loan	116
Another letter regarding loan	117
Letter asking proof of age	117
Reply to the above	118
Letter notifying maturity of the policy	118
Letter in reply to a claim	119
Another letter regarding the claim	119
Letter intimating assignment of Life Policy	120
Letter regarding Insurance of Goods against all risks	121
Reply to the above	121
Letter asking for a fire policy	122
Letter from the company enclosing cover note	122
Letter regarding Insurance Advice	123
Reply to the above	123
Letter informing transfer of insured goods to other premises	124
Letter advising change in premium through transfer of risk	124
Letter regarding loss by fire	125
Letter acknowledging claim for damage	125
Letter enclosing cheque to settlement of claim	126
Letter disclaiming liability	126
Complaint regarding insurance policy	127
Letter asking for insurance of goods in transit	128
Reply to the above	128
Another reply enclosing a Cover note pending the	
preparation of the policy	129
Letter asking for the issue of Floating Marine Policy	129

Letter enclosing the Floating Marine Policy	130
Letter regarding Inquiry for Open Policy	130
Reply to the above	131
Letter from the Insurance Company stating that the	
Floating Policy is fully declared	131
Letter making a claim	132
Acceptance of the claim	133
Letter regarding refusal to entertain claim	133
Another form of Reply	134
CHAPTER 17	
BANK CORRESPONDENCE	
Letter regarding an application to open a Current Account	136
Letter regarding pass book to be make up and to issue	
a Certificate of Balance	136
Letter informing a customer that his Current Account is overdrawn	137
Letter asking Bank to explain the reason to dishonour a cheque	137
Letter in reply to the above	138
Letter enquiring about the rate of interest on Fixed Deposit	139
Reply to the above.	139
Letter instructing a Bank for stopping payment of a cheque	140
Reply to the above.	140
Letter regarding dishonoured cheque referred to Solicitors	141
Letter regarding enhancement of interest	141
Letter to a party for dishonoured cheque	142
Letter returning an unpaid cheque	142
Letter of Instruction for remittance	143
Letter in compliance of the above	143
Letter enclosing receipts.	144
Letter intimating the remittance	144
Letter asking to deliver Pass Book.	145
Reply to the above	145
Letter asking for overdraft facilities	146
Reply to the above	146
Letter instructing the bank to purchase securities	147
Letter intimating the purchase of securities	147
Letter procuring Acceptance.	148
Letter regarding protest for non-payment	148
Requesting for issue of the letter of credit	149

Letter requesting a bank to issue a sterling draft	149
Letter regarding confidential enquiry as to the status of a client	150
Letter in reply to the above	150
Letter of complaint to Bank regarding mistake in Account	151
Reply to the above	151
Reply to the above	152
Informing about the non-receipt of draft	153
Letter requesting Bank to accept documentary Bill	153
Letter regarding Bank's favourable Reply	154
Letter providing instruction to a foreign bank for D/P	154
Letter to a customer to arrange for securities to cover overdraft	155
Letter in reply to an inquiry for facilities offered by the bank	155
Letter from the Branch Office to the Head Office	
recommending a loan	156
Reply to the above	157
Letter regarding an overdraft account	157
Letter regarding withdrawal of credit	158
CHAPTER 18	
CORRESPONDENCE WITH POST OFFICE	
Letter regarding Inquiry about Registered Letter	159
Letter regarding Inquiry about a Money Order	159
Letter authorising somebody to take delivery of	
Letters V.P.P's., M.O's. etc.	160
Letter regarding complaint for late and irregular delivery of	
letters and other articles.	161
Letter in the form of application for a Post Box	161
Letter regarding intimation of the change of address	
to the present Post Office.	162
Reply to the above	162
Letter regarding complaint of non-receipt of V.P.P. money	163
Reply to the above.	163
Letter in the form of application for registration of	
Magazine on concessional rates	164
Reply to the above	164
CHAPTER 19	
SHIPPING AND FORWARDING CORRESPONDENCE	
Letter of inquiry regarding freight rates.	165
Reply to the above	165

Letter contacting a forwarding agent	166
Letter of complaint	167
Letter from the shipping agent informing arrival of consignment	167
Letter informing the receipt of Bill of Lading	168
Letter informing the importer	168
Letter from the Forwarding Agent to Client	169
Letter regarding advice to forwarding agents	169
Letter regarding advice to customer	170
CHAPTER 20	
RAILWAY AND TRANSPORT CORRESPONDENCE	
Letter regarding delay in delivery of goods	171
Letter informing about the contents found short	172
Reply to the above	172
Letter asking for damage	173
Letter requesting for an open delivery of goods	174
Letter regarding issue of short certificate	174
Letter establishing claim for undelivered goods	175
Letter asking for terms of Home Delivery Service	175
Letter calling goods back	176
Letter informing non-arrival of goods	177
Letter asking delivery of goods when the R/R is lost	177
Letter asking railway authority to cancel booking	178
Letter regarding sale of consignment from Railway office	178
Reply to the above	179
Letter asking railway for the exemption of wharfage	180
Letter informing the loss of R/R	180
Reply to the above	181
Specimen of Indemnity Note	181
Letter submitting Indemnity Bond	182
Letter submitting a claim for goods	183
Letter regarding payment of claim	183
Reply to the above	184
CHAPTER 21	
SECRETARIAL CORRESPONDENCE	
	106
Letter regarding notice of a Board Meeting	186
Letter from the director suggesting fixed days for Board Meeting	186

(xiv)

Reply to the above	187
Letter requesting a director to attend an important Board Meeting	187
Letter asking a director to provide some information	188
Notice of the Annual General Meeting to the Shareholders	189
Letter to shareholders seeking approval for revising the Article	
of Association.	189
Letter informing a shareholder regarding the shares	
lodged for transfer	190
Letter enquiring about Company's progress	191
Reply to the above	191
Letter in reply to a complaint about low percentage of dividend	192
Reply to another complaint	192
Letter intimating a director's resignation from another company	193
Letter to the Registrar accompanying Return of Allotment	193
Letter to the Registrar accompanying Audited Balance Sheet	194
Letter to shareholders offering new shares	194
Letter regarding proposed increase in share capital	196
CHAPTER 22	
APPLICATION FOR JOBS	
Application for the post of an Accountant	199
Application for the post of a Steno-Typist	200
Application for the post of a Clerk, in response to an	
advertisement	200
An unsolicited Application	201
Another specimen of an unsolicited application	202
Application for the post of a Telephone	
Operator-cum-Receptionist	202
Application for the post of Cashier	203
Application with personal record sheet	204
Specimen of personal record sheet	205
Letter taking up Reference	207
Reply to the above Letter	207
Letter in reply to an application.	208
Letter of Interview.	209
Letter of Appointment	209
Letter of Resignation	210

(xv)

CHAPTER 23

GENERAL AND MISCELLANEOUS LETTERS

Letter requesting refund of excess duty paid	211
Letter regarding exemption from Income Tax	211
Letter to the Editor regarding nuisance caused by	
pavement shops	212
Letter to the Editor regarding complaint against Ration shops	212
Letter complaining about the stiffness of a B. Com. Part II Paper	213
Reminder for a new Connection of Telephone	214
Complaint for printing wrong Telephone No. in	
the Telephone Directory	214
Complaint for an excess Telephone Bill	215
Complaint for sending a wrong Telephone Bill	215
Letter regarding non-receipt of Telephone Bill	216
Application for shifting a Telephone	217
Letter regarding 'repair out of order' Telephone	217
Letter engaging a Solicitor	218
Letter informing a lawyer about a search	218
Letter asking for rent from a tenant	219
Letter of enquiry to a property dealer	220
Letter inviting tenders of work	220
Sale letter of a Car/Scooter	221
Receipt of Money for Sale of Car	221
Delivery Receipt of Car	222
Intimation of Transfer of ownership of car purchased	222
An invitation for inaugural ceremony	223
Intimation about the loss in business published in	
a daily Newspaper	223
Intimation about the withdrawal of Share Capital and	
change in the name of a firm	224