

Communicating in the Workplace

Administrative Accounting and Bookkeeping Program

Improved Claim Letter

SUBJECT: REMOVAL OF MAINTENANCE AGREEMENT CHARGE FROM STATEMENT

Dear Customer Service Manager:

Please remove the \$59 charge for a maintenance agreement on my new water heater from my December statement (attached).

In December I had a HomeCo water heater installed. The heater cost \$379.84, and the installation charges were \$154.35. When I received my statement, I noticed an extra charge of \$59 for a maintenance agreement. Since I hadn't signed a contract for a maintenance agreement, I paid all the charges except the \$59.

This week I received a maintenance contract for this water heater. What shall I do with this unwanted agreement?

I've purchased nearly all my major appliances from HomeCo, and I've been pleased with them and with your service in the past. I'm confident you will correct this error so that the \$59 charge won't appear on my next statement.

Sincerely,
[YourName]

Attachment: December HomeCo Statement #xxxx

The draft above corrects the following faults in the original:

- The opening explains the action desired instead of describing the events to that point (takes the direct approach).
- Takes a less emotional and more objective tone.
- Organizes the rambling explanation much better.
- Gives HomeCo the benefit of the doubt rather than jumping to the conclusion that they intended the extra charge.
- The closing states the action desired.
- The tone is much less harsh (and much more likely to accomplish the writer's goal).