



Business Correspondence

Mahinur Afrin Tonni

Claim Letter


The letters which make claims due to a faulty product or disservice from a company the sender had made a contract with, is called a claim letter.

So, when affected buyer writes a letter to the seller raising complaints and demanding compensation, it is known as clam letter. Generally, a losing buyer writes claim letters to the seller.




Causes of Complaints:

A customer usually complains when-

- He is dissatisfied with the quality or quantity of the product
 - The pricing is incorrect or there is a mistake in billings.
 - The packing is not to standard specifications for a particular product.
 - The order arrives late, in a damaged condition, or is different from the one placed
 - He is dissatisfied with the service or after-sales service.
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What are the considering factors for writing a complaint letter

- ❖ **Specific beginning:** A complaint letter should begin with a clear statement of a problem. The problem should be explained sequentially.
 - ❖ **Providing supports:** The claimer should support his claim with documents, endorsements and establish his contention.
 - ❖ **Clarifying compensation:** The writer of a complaint letter should clearly state what kinds of compensation he expects.
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- ❖ **Courtesy:** The writer must show courtesy while asking for compensation. He must not be rude in approach.
- ❖ **Language:** The language of a complaint letter has to be polite and requesting.
- ❖ **Formality:** A complaint letter should be written in formal tone. Personal emotion or anger should not be expressed.




Memorandum/ Interoffice Memo

A memorandum is used for internal communication between executives and subordinates. That's why it is called interoffice memorandum. It is never sent outside the organization.



Importance/ Objectives of writing Memo/ Memorandum

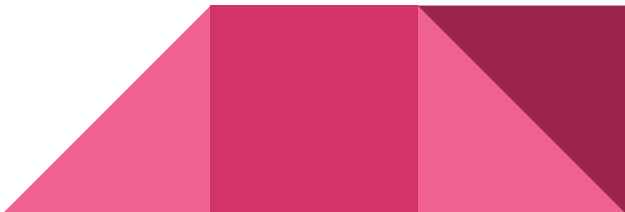
- ☐ To inform decisions.
 - ☐ To request decisions
 - ☐ To provide information of any kind
 - ☐ To remind someone of action required
 - ☐ To issue instruction to the staff
 - ☐ To communicate policies of the organisation
 - ☐ To communicate policy changes to the staff
 - ☐ To request help.
 - ☐ To give suggestions
 - ☐ To seek explanation.
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Agenda

Agenda is the list of items that are to be dealt with during the meeting. It provides the reason for calling a meeting. Agenda can be thought of as a planning and control device for the meeting. An agenda for a meeting communicates important information such as the topics for discussion. It is usually sent with the notice of the meeting.




Guideline of writing Agenda

1. Mentioning exact place and date
 2. Mentioning time of starting the meeting
 3. Mentioning names of expected attendees.
 4. Mentioning objectives of the meeting
 5. Mentioning issues to be discussed
 6. Should be written clearly
 7. Should be written in a summary form.
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Minutes


The official record of proceedings at a meeting is called minutes. Minutes are summaries of actions taken, not verbatim transcripts of the deliberations. Minutes should include only objective data and actions, not subjective generalities.

Minutes should report only the facts presented and the actions taken. Personal opinions, emotional feelings are generally not recorded. Minutes are prepared after the meeting.



Guideline of writing minutes

The following factors need to be considered while writing minutes-

- Mentioning the classification of meetings such as (regular, monthly, quarterly, special,emergency,yearly) etc.
 - Mentioning the place,date,time and the number of meeting.
 - Mentioning the list of names of those who attended the meeting.
 - Referring to minutes of previous meeting.
 - Reporting of actions on matters previously presented to the group.
 - Recording the essential relevant background to the topic under discussion.
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Difference between Agenda and Minutes

The differences between Agenda and Minutes are as follows-

Agenda	Minutes
1.Prepared before a meeting is held.	1.Prepared after the meeting is held.
2.Signed by the Secretary.	2.Signed by the Chairman.
3.A tool that initiates and directs a meeting.	3.A documentary evidence of the business transacted during a meeting.
4.Written in the future tense.	4.Written in the past tense
5.Notice of meeting	5.Has a separate book.