

This company policy,
we will be most
happy



**ASSIGN
BUSTER**

This letter is in response to your inquiry regarding our in the discount rate we offer for early settlement of accounts. Our established discount is _____ % of the total invoiced amount when payment is received within _____ (No. of days) of delivery. This figure is not one that has been arbitrarily chosen, but is based on cost, overhead and profit.

To increase this discount rate for all of our accounts would seriously jeopardise our firm and to increase the rate for an individual account would be both unfair and unethical. I believe that you will find that the _____ % discount rate we offer our customers is standard in the industry. We consider you a most valued customer and hope that you can appreciate our position in this matter. If we are able to accommodate you in any way that is within our company policy, we will be most happy to do so. Thank you,(Your Name)

2. Denial of Request for Extension of Time

Dear, This is to acknowledge receipt of your letter of _____ (Date), in which you requested a _____ month extension on your loan, number _____. After careful review, we regret to inform you that we are unable to grant you any further extensions for the payment on your loan. We are sorry about the difficulties you are experiencing, but we must insist on receiving your payment by _____ (Date).

We hope that you will be able to find another solution to your problem. (Your Name)

3. Denial of Request for Quarterly Billing:

Dear, Your letter requesting that we bill you quarterly rather than monthly, presents us with somewhat of a problem. In as much as we would like to welcome you as a new customer of our firm, we would like to accommodate you in any way possible. Your request, however, would result in your receiving preferential treatment for our account and would be unfair to all of our customers who must settle their accounts within _____ (No. of days). If we were to offer the terms you have requested to all of our customers, we would soon be out of business entirely. I am sure you can understand our position in this matter.

We would welcome your account on our regular open account basis and hope that we will have the opportunity to provide you with our fine line of products as well as service. (Your Name)

4. Decline of Venture Offer:

Dear, Thank you for sending me the information on our new venture. While I found the concept interesting, I am reluctant to become involved in any venture that would require my absence from the firm for an extended period of time. I am returning your material under separate cover and wish you the best of luck in your new venture. (Your Name)

5. Decline to Interview Referred Job Applicant:

Dear, Having been away from the office for a few days, I didn't read your letter of _____ (Date) until today.

While I am sure the young man you wrote to me about wouldn't warrant the recommendation you gave unless he is truly exceptional, I believe it would be unfair to him to set up an interview at this time. We have just had to lay off _____ (No of employees) and there is no way that I could justify hiring someone new under those circumstances. We anticipate that business should improve over the next six months, but for now, the timing is off. I am sorry to have to disappoint you. You know, under the right circumstances, we are always looking for bright young people with potential. Thank you for thinking of us.

(Your Name)