**Example 1: Formal**

Hello,

I read on your web site that you offer Music CD copying for large quantities of CDs. I'd like to inquire about the procedures involved in these services. Are the files transferred online, or are the titles sent by CD to you by standard mail? How long does it usually take to produce approximately 500 copies? Are there any discounts on such a large quantity?

Thank you for taking the time to answer my questions. I look forward to your response.

Jack Finley   
Sales Manager, Young Talent Inc.   
(709) 567 - 3498

**Example 2: Informal**

At 16.22 01/07/2002, you wrote:

> I hear you're working on the Smith account. If you need any information don't hesitate to get in > contact with me.

Hi Tom,

Listen, we've been working on the Smith account and I was wondering if you could give me a hand? I need some inside information on recent developments over there. Do you think you could pass on any information you might have?

Thanks

Peter

Peter Thompsen   
Account Manager, Tri-State Accounting   
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