

## HSS 101, Module 12

### Formal (Business) Letter Writing

#### Business Letters

1. Complaint Letter
2. Claim Letter
3. Inquiry Letter
4. Refusal Letter

Types	Complaint Letter	Claim Letter	Inquiry Letter	Refusal Letters
1	Service Complaint	Property claim	Job Inquiry	Business proposal refusal
2	Hospital/ Airport/ Public office	Luggage claim	Product inquiry (Computer/ book/ printer/ AC/ TV etc.)/ Information Inquiry	Job refusal
3	Wrong order Delivery	Legal Rights claim	Internet service/ Package inquiry	Responsibility refusal
4	Defective product	Product claim	Mobile offer	
5	Misbehaviour of officials	Refund claim	Social service inquiry	
6			Rent a car/ house inquiry	
7			Admission inquiry	