



## List of fixed phrases to use in formal letters

### **Opening**

I am writing to request/complain/thank/confirm/inquire about...

I am contacting you with regard to...

I am writing to express my dissatisfaction/gratitude with...

Having seen your advertisement in..., I would like to...

I am contacting you for the following reason.

### **Referring to previous contact**

Thank you for your letter of March 15...

Thank you for contacting us.

In reply to your request ...

Thank you for your letter regarding...

With reference to our telephone conversation...

Further to our meeting last week ...

I apologise for not getting in contact with you sooner/before now.

### **Requesting action**

I would be grateful if you would/could...

Could you please send me...

Could you possibly tell us/let us have...

In addition, I would like to receive ...

I am interested in obtaining/receiving...

I would appreciate your immediate attention to this matter.

I was wondering if you could...

Would it be possible/convenient for you to...

### **Apologising**

I feel I must apologise for...

I owe you a full apology for...

Please accept my sincerest apologies for...

I apologise for any inconvenience I may have caused.

I regret any inconvenience caused by...

I would like to apologise for the delay/inconvenience.

**Complaining**

I am writing to complain about...

Please note that the goods we ordered...

I would like to express my dissatisfaction with...

I am writing to express my deep dissatisfaction with...

**Thanking**

I am extremely grateful for..

I feel I must thank you for...

I would like to express my gratitude...

Let me express my utmost gratitude regarding...

**Enclosing documents**

I am enclosing...

Please find enclosed...

You will find enclosed...

Please find the attached...

**Giving good news**

We are pleased to announce that...

I am delighted to inform you that...

You will be pleased to learn that...

It is my pleasure to inform that...

**Giving bad news**

We regret to inform you that...

I'm afraid it would not be possible to...

Unfortunately we are unable to...

After careful consideration we have decided to...

**Pre-closing**

If you would like any further information, please do not hesitate to contact me.

If I can be of any further assistance, please do not hesitate to contact me.

Thank you for your attention in this matter.

If you require more information ...

For further details ...

Thank you for taking this into consideration

We hope you can settle this matter to our satisfaction.

**Closing**

I look forward to hearing from you.

I look forward to your reply.

Looking forward to your prompt response.

I would appreciate a reply at your earliest convenience.

Looking forward to hearing from you