Information Requests

Opening

- Asks most important question or

- Expresses polite command

Body

- Explains the request logically and courteously

- Asks other questions

Closing

- Requests a specific action

- Includes an end date

Simple Claim

Opening

- Describes clearly the desired action

Body

- Explains claim details

- Provides claim justification

Closing

- Ends with a goodwill statement

- Includes end date

Information Response	Claim Response
Opening	**Opening**
• Answers most important question or	• Grants request or adjustment
• Uses summary statement	
Body	**Body**
• Explains the answer logically and courteously	• Explains details of the adjustment
• Provides additional info	• Seeks to regain confidence
Closing	**Closing**
• Ends pleasantly	• Ends with a forward looking thought
	• Avoids negatives