

# Model Document: Revised, Appropriate Letter

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February 15, 2003

Mr. Stewart R. Cassidy  
Fiorello and Cooke, Attorneys at Law  
1212 Broadway  
Hartford, CT 06119

Dear Mr. Cassidy:

I am writing about our Customer Account No. 5-861.

We referred the account to you earlier for collection, and now we have received the enclosed registered letter from the customer, disavowing the debt and refusing payment.

The account is still open and uncollected. Please advise us of any further action we can take.

Sincerely,

*Ralph Madison*

Ralph Madison  
Account Manager

Enclosure

Subject  
identified in  
opening

Clear  
explanation of  
problem

Request for  
action and  
respectful  
closing