B2+ Business Partner

UNIT 8: LCCI English for Business

Name: _____

LCCI Writing

Situation
You work for a mobile network company and your company has decided to stop paper billing and will now only be billing online. You have been asked to write a formal letter to customers explaining and justifying the decision, as well as outlining the new procedure. Use the information below to help you.

Here is the company memo:

<u>All customer services team</u>

From next January, we will be changing the way we bill customers. We would like you to send letters to all the customers on your client list explaining this change.

Please send letters individually to give the communication a personal touch. Include the following information:

- From January there will be no more paper bills. All bills will be online.
- To access copies of bills, customers must log in to the user area here: www.tentel.phone/login
- Give the help number in case they have any problems.
- Also please offer the following reasons for the change:
  - Online billing is more environmentally friendly.
  - Online billing will help keep costs low, therefore help keep our prices low.

Feedback on customer survey:

	☺	😐	☹
Do you like using the customer user area online?	59%	31%	10%
Do you like receiving paper bills?	11%	68%	21%
Do you find online billing easier than paper?	12%	76%	12%

Task
Write the letter. Write about 200–250 words.

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