FBA FBI\M1

EMAILS & BUSINESS LETTERS

BUSINESS CORRESPONDENCE





PUR POSE



- Short& concise
- (1 topic only)
 - Formal yet conversational tone.
 - Digital &ideal for quick responses.

EMAILS

- Rigid structure
- Used for legal and contractual matters.
- Printed/scanned as an attached pdf
- Often used externally with partners.

1 SUBJECT LINE

Meeting confirmation

4 BODY

Main topic in two paragraphs max

2 GREETING

Dear Mr.Ali Hello Sara

CLOSING LINE
Looking forward
for your reply at
your earliest
convenience

OPENING LINE

Im writing to confirm our meeting schedule

SIGNATURE

Best Regards,
Name,
Position,

STRUCTURE

LETTER STRUCTURE-

LETTERHEAD

1. Sender's Information

company name, address, phone number, and email..

3. Recipient's Full Details

The full name, official title, organization, and complete address.

5. Subject Line+

"Subject:" or "Re:" Subject:

Confirmation of Order #4521

2. Date

Ex September 18, 2024).

4. Formal Salutation

formal, using titles and surnames.

Ex: Dear Ms. Johnson head of FR comany

– LETTER STRUCTURE –

BODY

OPENING PARAGRAPH

*The main topic *Previous communication

MIDDLE PARAGRAPH(S)

- *Details
- *Arguments
- *Objective Data

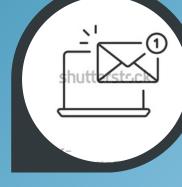
CLOSING PARAGRAPH

- *Main points summary *Statement of
- *Statement of expected action

Often includes a stamp or signature for official validation. + Attached documents



WHICH IS MORE SUITABLE?



- 1. Requesting an official partnership between two companies.
- 2. Sending the updated quarterly financial report to your manager.
- 3. Expressing gratitude to an investor after a successful deal.
- 4. Reporting an internal accounting error that needs urgent correction.
- 5. Applying for a corporate loan from a financial institution.

TIME OF ANALYZING TEXTS...

MAKE THE FOLLOWING EMAIL FORMAL

You are Meriem K., a Customer Service Officer at BNA Bank.

A client, Mr. Sofiane, contacted you yesterday because his online banking account is blocked, and he cannot access his balance or make transfers.

The issue was caused by a technical update in the online banking system, and it is being resolved by the IT department.

The system is expected to be fully restored by tomorrow morning.

MAKE THE FOLLOWING EMAIL FORMAL

Subject: re: problem with ur account

Dear Mr.,

I saw ur message about the problem. We're fixing it but it's not my fault, the system is slow today. Try again later or maybe tomorrow.

Thx, Meriem