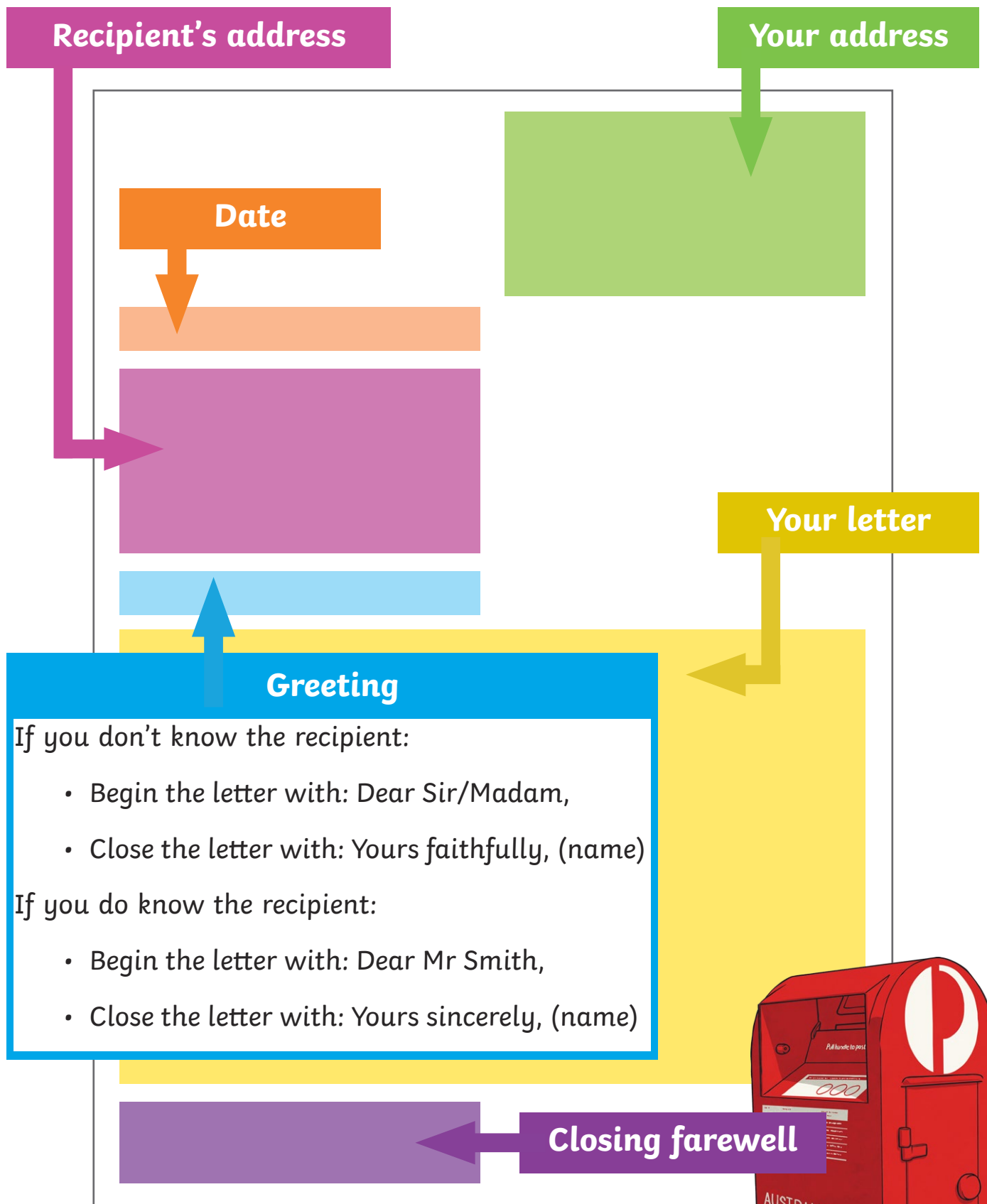


Formal Letters



If you don't know the recipient:

- Begin the letter with: Dear Sir/Madam,
- Close the letter with: Yours faithfully, (name)

If you do know the recipient:

- Begin the letter with: Dear Mr Smith,
- Close the letter with: Yours sincerely, (name)

