

Demand Letters – Choose the Right Tone

1. Declaration

You must give us the documents immediately.

2. Command / Direct Request

Give me the documents immediately.

Please give me the documents.

Please provide me with the documents at your earliest convenience.

3. Question

Would you please provide me with the documents?

Can you please provide me with the documents at your earliest convenience?

When do you think the documents will be available?

4. Implied Request

We cannot review your request until we have received the documents.

Acceptance of the contract is contingent on a review of the documents.

We welcome the opportunity to review the documents at your earliest convenience.

5. Assume Compliance

Let's talk after I have received the documents. I'll give you a call early next week.

Adapted from Betsy Fajans and Mary Falk, *The Art of Indirection*, Perspectives, Vol. 14, No. 1 (Fall 2005).