

LE'DESC,C,75

PROSPMEMO,M

- 1 Request for 'word' from customer and check
- 2 Second reminder after letter 1
- 3 'Still overdue,' demanding immediate payment, follows second reminder
- 4 'Exhausted our resources,' refer to attorney,after 'still overdue,' final
- 5 'Account Overdue,' first reminder in group of letters
- 6 'Second chance' to pay, follows 'account overdue' letter
- 7 third reminder, "Don't fail us!"
- 8 "No further delay," follows 'don't fail us'
- 9 "15 more days" then turn over to legal staff, final in group of letters