



Beginning your letter

If you are writing to a whole organisation or you don't know who to address the letter to, begin with:

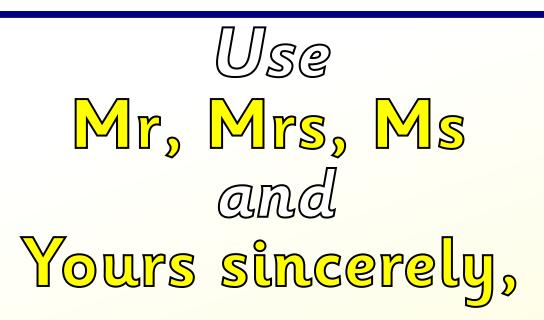
Dear Sir or Madam,

Closing your letter

When you begin with *Dear Sir or Madam* you must sign off using:

Yours faithfully, [Your Full Name]

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Beginning your letter

When you are writing to a specific person and you know their name, address them politely using Mr, Mrs or Ms and their surname:

Dear Mr Brown,

Closing your letter

When you begin your letter in this way you can sign off using:

Yours sincerely, [Your Full Name]

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