

1. Write two letters to FB support center and a seller on Ali Express. Here you can find the examples:

Hello, support team, I have a problem with my payment method. How can I change a card for my payment on Facebook ? Thanks for your help in advance. Best regards, user	Dear Seller, I have a problem with payment. Can I ask for a delay for five days? Thanks for your help in advance . Best regards, buyer
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2. What do these letters have in common? What is different?

3. Can you think of other ways to end a formal letter (other ways of closing a letter?)

a) Best regards

b)

c)

d)

4. Look at the following letter. Is it formal or informal? Write the answer.

Hi, Polly, Thank you for emailing me. I appreciate it. The weather is fine in Russia. I like it. My sister got a new job. How are you doing? How is your mum? How is your dad. What's news? I'm looking forward to hearing from you soon. Sincerely yours, Ivan	
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