

Check the 'Explanation' tab above before doing these exercises. Fill in the gaps with the words in the box.

appreciate also faithfully finally first of all forward further grateful know mind reference

Dear Sir/Madam,

I am writing in ① to the home exchange service that you offer on your website. We are a family of four who have been considering the possibility of exchanging our main home for some time and we would be ② if you could answer a few questions.

③ , I would like to ④ if some kind of insurance is included in the fee that you charge for your services. We have our own home insurer, but we are not sure if we should talk to them before doing an exchange. I would ⑤ some information on this point.

I would ⑥ like to know if pets can be included in the exchange. We have a cat and we do not have anybody to look after him while we are away. Could you tell me if exchanging pets or leaving a pet in the care of the people who are coming to your home is a common practice?

⑦ , I would be interested to receive ⑧ information about the confirmation process.

Would you ⑨ telling me if there is an exchange contract that needs to be signed before your exchange?

We would appreciate it if you could answer these questions. I look ⑩ to hearing from you.

Yours faithfully .

Stephanie Clark.