

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

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| Hello, support team,<br>I have a problem with my payment method. How<br>can I change a card for my payment on Facebook<br>?<br>Thanks for your help in advance.<br>Best regards, user | Dear Seller,<br>I have a problem with payment. Can<br>I ask for a delay for five days?<br>Thanks for your help in advance .<br>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.

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