

## YOUR GUIDE OPEN A NEW ACCOUNT LETTER

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Following carrying out due diligence on your customer and a decision to go ahead with offering them credit, you should inform them that a new account has been opened.



12th May 2016

ABC Ltd  
12 High Street  
Any Town  
Liverpool  
L1 4LM

Dear ABC Ltd,

Credit Account

We are delighted to inform you that we have opened a credit account in your name as above.

As you are aware, our terms of sale require payment within 14 days from invoice date /You have agreed to make payment of your account by standing order for £x per month, please be aware, payment is to be received by us on the 1st day of every calendar month. [Delete as necessary depending on the type of account you have set up]

I, John Smith am your contact for any financial related issues, so please don't hesitate to contact me on [direct dial number if applicable] if you have any questions or require any further information on financial related topics.

Yours sincerely

John Smith  
Credit Management Group UK

### 1 PAYMENT TERMS

Your customer may already know payment terms, but remind them once again within their account letter; their payment terms should also be made clear on each subsequent invoice they receive.

### 2 CONTACT DETAILS

Encourage your customers to call you if they have an issue. Repeat the number they can call you on and give them the name of the person who deals with their account to make the letter more personable.