
Alpina Monark Sporting Goods Ltd.
Blue Mountains Resort
Northwood ON M3G 2V5
Tel.: 1-800-381-7860
Email: alpinamsg@yahoo.ca

Step 1 (Reminder)

October 30, 2006

Mr. Mark Dennis
346 Yonge Street
Toronto ON M3T 4P9

Dear Mr. Dennis :

SUBJECT : OVERDUE ACCOUNT #4500 – REMINDER

Just a reminder that your account about your pair of custom-fit Alpina Racing Boots that you received by Purolator on last September 30 now totals \$431. We would appreciate payment of this account. If you have already sent a cheque, please, let us know and accept our thanks for setting the balance.

Thank you for your prompt attention.

Sincerely,

Marianne Lemieux-Tanguay
Collecting Agent, Credit Department

Alpina Monark Sporting Goods Ltd.
Blue Mountains Resort
Northwood ON M3G 2V5
Tel.: 1-800-381-7860
Email: alpinamsg@yahoo.ca

Step 2 (Inquiry)

November 30, 2006

CONFIDENTIAL

Mr. Mark Dennis
346 Yonge Street
Toronto ON M3T 4P9

Dear Mr. Dennis :

SUBJECT : OVERDUE ACCOUNT #4500 – INQUIRY

Is there some reasons you have not paid your bill of \$431?

Please, I ask you to pay without delay or, at least, you can write me a letter of explanation. If you have any questions, problems or disputes concerning this account, please contact me personally; my direct phone number is 418 838-7974.

Thank you for your prompt attention.

Sincerely,

Marianne Lemieux-Tanguay
Collecting Agent, Credit Department

Alpina Monark Sporting Goods Ltd.
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Step 3- The appeal

December 15, 2006

CONFIDENTIAL

Mr. Mark Dennis
346 Yonge Street
Toronto ON M3T 4P9

Dear Mr. Dennis :

SUBJECT : OVERDUE ACCOUNT #4500 – APPEAL

We would like to remind you again that you owe us \$431 for custom-fit Alpina Racing Boots purchased on last September 30.

Please, give this matter your prompt attention.

We will appreciate your cooperation in the processing of this long overdue account.

Sincerely yours,

Marianne Lemieux-Tanguay
Collecting Agent, Credit Department

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Step 4 - The demand

December 30, 2006

CONFIDENTIAL

Mr. Mark Dennis
346 Yonge Street
Toronto ON M3T 4P9

Dear Mr. Dennis :

SUBJECT : OVERDUE ACCOUNT #4500 – DEMAND

We regret that we must remind you of your unpaid balance of \$431 that has been past due since last September 30.

We treated your rush-order to the best of our ability and now, we just want to be pay. This is very important for you to keep your good reputation and your credit rating. Please, send us your cheque for \$431 immediately.

Sincerely,

Marianne Lemieux-Tanguay
Collecting Agent, Credit Department

Alpina Monark Sporting Goods Ltd.
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Step five - The threat

January 15, 2007

CONFIDENTIAL

Mr. Mark Dennis
346 Yonge Street
Toronto ON M3T 4P9

Mr. Dennis :

SUBJECT : OVERDUE ACCOUNT #4500 –

Although we have, during the past months, sent you many reminders of your long overdue account, you have continued to ignore them. You have not even extended to us an explanation of your silence.

We must now inform you that unless we receive a cheque for the full amount \$431 within one week from the date of this letter, we will be forced to turn your account over to our attorneys.

Regretfully yours,

Marianne Lemieux-Tanguay
Collecting Agent, Credit Department