

## Module 3 - Email & Writing

### Keep your voice

- Paste a past email you liked: 'match this tone and length.'
- AI copies patterns better than adjectives - give it a good pattern.

### Before you send, verify

- Names, dates, amounts and any policy detail
- That any 'policy' text matches your real policy
- That the tone fits the reader

### Reusable invoice chaser

- Subject: Invoice [No] - [Days] days overdue
- Hi [Name], our records show invoice [No] for GBP [Amount] is now [Days] days overdue.
- If payment is on its way, thank you - please ignore. Otherwise, when can we expect it?