



# SAMPLE INACTIVE CLIENT LETTER

**XYZ Animal Hospital**  
**123 Pets Ave.**  
**Anytown, USA 12345**

Dec. 1, 2007

Dear Sarah Anderson,

It's been more than a year since we've seen you at XYZ Animal Hospital. Regular doctor visits are necessary for continued good health. And animals age much faster than people, so an annual checkup for your pet is like a person seeing the doctor once every five to seven years.

**Please let us know why you haven't been in:**

- I simply forgot. Time flies! I'll call to make an appointment right away.
- The pet no longer lives with me. The new owners are \_\_\_\_\_  
and their address is \_\_\_\_\_.
- Cash is tight around here, but please keep my file active. I will call as soon as possible to make an appointment.
- I was unhappy with my experience the last time I visited. (Please describe. We'd like to know.)  
\_\_\_\_\_  
\_\_\_\_\_
- I have selected another veterinary hospital. Please send a copy of my records to \_\_\_\_\_  
\_\_\_\_\_ so that my pet's medical history remains complete.
- My pet has passed away. (If this is the case, we're terribly saddened to learn about it. We will inactivate his or her file.)

Please return your response in the enclosed postage-paid envelope. If you would prefer to talk with us, please call the hospital at (555) 555-5555.

Sincerely,

The team at XYZ Animal Hospital