**DEMAND LETTER**

**OFFICIAL 30-DAY NOTICE**

Chapter 93A, Section 9 (Consumer Protection Act)

**From**

[NAME OF SENDER]

[ADDRESS]

[CITY, STATE, ZIPCODE]

[PHONE]

[EMAIL]

[DATE]

[NAME OF MERCHANT]

[ADDRESS]

[CITY, STATE, ZIPCODE]

Dear Merchant,

Under the provisions of Massachusetts General Laws, Chapter 93A, Section 9, I hereby make written demand for relief as outlined in that statute. On or about [DATE], the following unfair or deceptive act occurred: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

This unfair or deceptive act or practice is, in my opinion, declared unlawful by Section 2 of Chapter 93A, [*You may want to give regulation number, if applicable*] which reads as follows: [*Quote text or section. Remember: You are not required to quote written regulations or laws to support the assertion that the merchant's conduct was unfair or deceptive; it is, however, desirable. You will want to include all the regulations which you believe were violated.*]

As a result of this unfair or deceptive act or practice, I suffered injury or loss of money as follows:

[***Indicate your injuries, financial loss, or property damage***]

Therefore, I hereby demand the following relief:

[***Indicate relief, or payment of damages, which is sought***]

Chapter 93A gives you the opportunity to make a good-faith response to this letter within thirty (30) days. Your failure to do so could subject you to triple damages, attorney’s fees and costs if I decide to institute legal action.

Sincerely,

**[Signature]**

**[your name]**