



Useful phrases for correspondence

This collection of useful phrases for correspondence in English is primarily intended for officials in the Finnish government and for language specialists translating or proofreading for the Finnish government.

It gives advice and examples on forms of address and various types of correspondence, such as invitations, thank-you letters and expressions of condolence.

Use British English unless your audience is American. Use the recommendations of the English Style Guide of the Prime Minister's Office and the English Style Guide of the European Commission.

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1 Emails

Use the form of address and pronouns preferred by each individual, if known. Use Ms rather than Mrs or Miss, unless you know the person's preference. Use inclusive language. Do not use references to gender if you are writing to someone whose gender you do not know or if you are writing to a group of individuals of different genders.

1.1 Key cross-cultural points

When email is your first point of contact with someone, it shapes how you are perceived professionally. When considering the content and language used in emails, some key cross-cultural points are worth bearing in mind.

Be aware that:

- in some countries, emails cannot be sent to just anyone in the organisation but should go through a particular hierarchy;
- some emails need a certain degree of formality;
- recipients may not be native English speakers or fluent in English;
- some cultures expect a preamble with a personal note;
- some countries use a direct style of communication, while other countries prefer an indirect style.

1.2 Communication style: direct vs indirect

1.2.1 Direct communication

In some countries, such as Finland, people expect emails to be direct and focus on the matter at hand ('task-oriented').

Example:

Dear John,

Thank you for your comments. I look forward to our future cooperation.

Best wishes,
Sanna

While the direct style of communication is efficient and to the point, it may sound blunt, aggressive or offensive in cultures used to less direct communication.

1.2.2 Indirect communication

In other countries, emails are a way of building and maintaining relationships, which means that the message should also mention something personal ('relationship-oriented').

Example:

Dear John,

I appreciate your valuable comments on the draft. It's been a pleasure working with you on this project. Thanks for the gardening tips, by the way. They should come in handy soon. Regards to your family.

Best wishes,
Sanna

While the indirect style of communication may seem less efficient, it can ultimately be more effective because it also helps to maintain harmony and avoid confrontation.

1.3 Structure and style of emails

1.3.1 Greeting

The formality of your greeting depends on whether you are replying to an email or formulating a new one. In the first case, use the same style as in the email you are replying to. In the second case, favour a more formal greeting.

For formal forms of address, see [section 2.1](#) below.

Formal

- Dear Minister Adams,

Less formal

- Dear Jane,
- Jane,
- Dear colleague,

Informal

- Hello Jane,
- Hi Jane,
- Hello,



1.3.2 Closing

When signing off your email, use the same level of formality you used in the greeting:

Formal

- Yours sincerely,
Maija Mallikas,
Senior Specialist,
Ministry of Finance,
tel. +358 295 123 456
maija.mallikas@gov.fi

Less formal

- Kind regards,
Maija
- Best wishes,
Maija

Informal

- Regards,
Maija
- Warmly,
Maija

1.3.2 Checklist for emails

Keep the following in mind when writing emails:

- make sure your subject line is informative;
- keep the language simple, clear and to the point;
- use respectful and polite language;
- proofread the email before sending it;
- express clearly if you expect the recipient to do something or if your email is just for information purposes;
- double check names, titles and capitalisation;
- be careful with the 'reply all' function;
- use exclamation marks and the 'high priority' function sparingly;
- avoid colours, symbols and special fonts;
- do not use the same informal style and tone of language as in messaging services;
- use emoticons, contractions and abbreviations sparingly.

2 Letters

Use the form of address and pronouns preferred by each individual, if known. Use ‘Ms’ rather than ‘Mrs’ or ‘Miss’, unless you know the person’s preference. Use inclusive language. Do not use references to gender if you are writing to someone whose gender you do not know or if you are writing to a group of individuals of different genders.

2.1 Opening and closing of letters

As with emails, the opening and closing of letters depend on whether or not you are replying to a previous letter. You should use the same style as in the letter you are replying to. Remember that government correspondence should have a more formal style than private correspondence. See sections 2.1.3–2.1.7 below for advice on forms of address for various dignitaries.

Use a comma after both the opening phrase and the closing phrase.

2.1.1 Government correspondence

In government correspondence, it is preferable to include your recipient’s title in the greeting rather than addressing them only by name.

See below for some examples.

<p>If you know the recipient’s name, open with:</p> <p>Dear Minister Smith, Dear Director-General Smith, Dear Dr Smith, Dear Mr Smith, Dear Ms Smith</p>	<p>If you know the recipient’s name, close with:</p> <p>Yours sincerely,</p>
<p>If you do not know the recipient’s name, open with:</p> <p>Dear recipient/guest/colleague, To whom it may concern,</p>	<p>If you do not know the recipient’s name, close with:</p> <p>Yours faithfully,</p>

2.1.2 Private correspondence

In private correspondence, where the recipient is a friend or a close colleague, it is usual to address them by name.

See below for some examples.

<p>Open with:</p> <p>Dear Anna,</p>	<p>Close with:</p> <p>Kind regards, Best wishes, With best wishes, Best regards,</p>
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2.1.3 Forms of address

Heads of state

The table below gives the preferred form of address in the opening, text and closing of a letter to a president. See Annex 7 of [the English Style Guide of the European Commission](#) for the forms of address for other heads of state (i.e. the Pope, kings/queens, emperors/empresses and princes/princesses as sovereign monarchs).

Salutation	<p>President, Mister/Madam President, (in the US) Excellency,</p>
In body text	<p>Sir/Madam, Your Excellency, you (not 'You')</p>
Complimentary close	<p>I have the honour to be, Sir/Madam, respectfully yours,</p> <p>I have the honour to be, Sir/Madam, most respectfully,</p> <p>I remain, Yours sincerely,</p>



Heads of government

Salutation	Dear Prime Minister Smith, Dear Prime Minister, Dear Chancellor Smith, Dear Chancellor, Excellency,
In body text	you (not 'You')
Complimentary close	Yours sincerely, (when the recipient is addressed by name) Yours faithfully, (when the recipient is not addressed by name) I remain, Sir/Madam, yours faithfully, (in a very formal letter)

Government ministers

Salutation	Dear Minister Smith, Dear Minister, Dear Foreign Secretary, (UK, foreign affairs) Dear Secretary of State, (US, foreign affairs) Excellency,
In body text	you (not 'You')
Complimentary close	Yours sincerely, (when the recipient is addressed by name) Yours faithfully, (when the recipient is not addressed by name) I remain, Sir/Madam/your Excellency, yours sincerely, (in a very formal letter) I remain, Sir/Madam/your Excellency, yours faithfully, (in a very formal letter),



Presidents of EU institutions

See Annex 7 of the [English Style Guide of the European Commission](#) for the forms of address for vice-presidents and members of the European Commission and of the European Parliament.

Salutation	Dear President Smith, Dear President,
In body text	you (not 'You')
Complimentary close	Yours sincerely, (when the recipient is addressed by name) Yours faithfully, (when the recipient is not addressed by name)

Ambassadors, heads of mission and permanent representatives

Salutation	Dear Ambassador Smith, Dear Ambassador, Excellency,
In body text	you (not 'You')
Complimentary close	Yours sincerely, (when the recipient is addressed by name) Yours faithfully, (when the recipient is not addressed by name) Dear Mr/Ms Ambassador, I remain, yours sincerely



2.2 Signing on behalf of someone else

Examples of signing a letter on behalf of someone else:

<p>Example 1:</p> <p>Maija Mallikas on behalf of Susanna Suomalainen</p>
<p>Example 2:</p> <p>Maija Mallikas signed by Maija Mallikas in Susanna Suomalainen's absence</p>

2.3 Examples of formal and informal correspondence

2.3.1 Formal correspondence

Examples of formal correspondence:

<p>Example 1:</p> <p>European Commission Rue de la Loi, 200 1049 Brussels Belgium</p> <p>Dear Commissioner Laurent,</p> <p>Please accept my warmest congratulations on your recent appointment as [title]. I truly believe this achievement reflects your dedication, expertise and commitment to public service.</p> <p>I am confident you will bring excellence and integrity to your new responsibilities.</p> <p>Allow me to reiterate my congratulations and extend my best wishes for your success in this new chapter of your career.</p> <p>Yours sincerely,</p>



Example 2:

Her Excellency
Ms Paula Johnson
Permanent Representative of [country] to the United Nations
New York, NY
United States

Excellency,

I have the honour to convey the warmest regards of the Secretariat and to express our sincere appreciation for the continued partnership and constructive engagement between the United Nations and the Government of Finland across a broad spectrum of global priorities.

In light of our shared commitment to multilateralism, diversity and sustainable development, I wish to propose the convening of a high-level consultation between our respective institutions. This dialogue would serve to further align our strategic objectives, enhance coordination in crisis response and explore new avenues for collaboration in support of the 2030 Agenda for Sustainable Development.

We believe that such a meeting, ideally to be held in Helsinki at a mutually convenient date in the coming months, would provide a valuable opportunity to reaffirm our joint commitment to upholding international law, promoting human rights and addressing the pressing challenges of our time, including climate change, conflict prevention and digital governance.

We would be most grateful for your views on this proposal and for any suggestions you may have regarding the format, agenda or timing of the proposed meeting.

Please accept, Excellency, the assurances of my highest consideration.

Yours sincerely,



2.3.2 Informal correspondence

An example of informal correspondence:

Example:

Dear Anna,

I hope my message finds you well! I'm so pleased we were able to catch up at the working dinner earlier this month.

Our project has moved ahead, and now would be a good time to plan the next steps. Could I arrange a quick Teams call with you to get your ideas on three new points that have come up? I'm available at the usual times this week.

All the best,

3 Invitations

3.1 Invitation in the form of a letter

3.1.1 Invitation to a meeting

An example of a letter from one prime minister to another using formal style:

Example:

Dear Prime Minister Smith,

I have the honour of inviting you to the informal meeting of Heads of State or Government of the EU Member States and Acceding States, which I will host in [venue] in [place] on [date]. It is also my pleasure to invite you to an informal dinner afterwards.

I hope that our discussions in [place] will be open and frank and that the outcome of our meeting will provide impetus and political guidance for the European Union's future work.

I look forward to seeing you in [place].

Yours sincerely,

An example of a letter from one prime minister to another written on friendly terms:

Example:

Dear colleague,

I have the honour of inviting you to [the meeting] in [venue], [place], on [date]. The agenda and programme will be sent to you in due course¹. I hope that you will also join us for the family photograph² after the meeting.

Looking forward to seeing you.

Best regards,

An example of a letter proposing a meeting:

Example:

Dear Minister Smith,

As I announced at our previous meeting in [place], it is my very great pleasure to confirm that you are invited to attend the plenary session of the [organisation] on [date]. This session will be devoted to [...]. This will be an opportunity to focus on issues of [...].

I propose that we then meet after the plenary session so as to hold a forward-looking discussion on how we might work more effectively and better promote our network of [organisations] in Europe. Your comments and any proposals you may wish to make would doubtless generate constructive and useful discussion on these matters of common interest, such as [...]. Such talks would be relevant for the future of our respective institutions. If you agree with this plan, please name a contact person to prepare the meeting.

Yours sincerely,

¹ 'In due course' means when the papers are ready. 'In due time' would mean before the meeting.

² The 'family photograph' is used in the EU. In a non-EU meeting, this photograph would be referred to as 'customary photograph'.

3.1.2 Invitation to lunch

Examples of useful phrases for inviting someone to a lunch:

- I propose that we meet for our traditional lunch in a restricted format, in order to discuss ...
- I am pleased to invite you to a lunch meeting in [venue] on [date] at [time]. Please inform me of your acceptance by email/phone. I look forward to seeing you then.

An example of an invitation to lunch in the form of a letter:

Example:

Dear Ambassador,

It is my honour to invite you to the [organisation's] luncheon at [venue] in [place] on [date] at [time].

My colleagues and I look forward to welcoming you to this briefing which will focus on the next meeting of the [organisation] in [place] on [date]. At the same time, the briefing will also touch upon the European Union's financial perspective.

Would you kindly confirm your attendance by email to [email address] no later than [date].

Yours sincerely,

3.1.3 Other types of invitations

Examples of other types of invitations:

Example 1:

We are pleased to invite you to attend the [...] ceremony in [place]. We would be honoured if you could accept the invitation. The programme includes a formal celebration starting at [time], followed by a cultural event.



Example 2:

We have the honour to extend to you an invitation to attend the forthcoming [ceremony], which will take place in [place].

We would be most grateful if you would kindly accept this invitation and join us for the occasion.

The programme will commence with a formal celebration at [time], to be followed by a cultural event.

Example 3:

The Finnish Government would appreciate your contribution to this [topic] (or 'The Finnish Government would appreciate the benefit of your expertise in this [topic].'). More specifically, the Prime Minister would like to invite you to give a presentation on [...] to the [organisation].

At this point in the process, I would kindly ask you to indicate your willingness to participate in (i) the meeting of the [organisation] and (ii) the scientific seminar later on the same day. The Secretariat of the [organisation] will naturally take care of all the practical arrangements regarding your visit to [place]. In addition to travelling expenses, the Secretariat is willing to provide an appropriate compensation for your time and effort.

Given the usual difficulties in scheduling events of this kind, I would appreciate your preliminary response as soon as possible. Should you have any questions, please do not hesitate to contact me directly either by phone or by email.

Example 4:

Considering the special interests mentioned in your letter, my suggestion is that you might pay a visit to some of the non-governmental organisations represented in the [organisation], according to your choice. On behalf of the [organisation's] Secretariat, I would be happy to provide any necessary assistance in establishing contacts and organising the visit. Should you wish, direct discussions with us can also be arranged. However, I will unfortunately be away due to a prior engagement on the date of your visit but my deputy, [name], would be happy to host your visit to the [organisation].



3.2 Invitation cards

Examples of invitation cards addressed to one person:

Example 1:

Prime Minister [name] requests the pleasure of the company of [name] at an informal evening at [venue], [address], on [date] at [time].

Please bring this card with you. (or 'Please present this card on arrival.')

RSVP by [date]

Tel. +358 01 234 5678

Example 2:

The Secretary General of the [organisation], [name], has the honour to invite [name] to a dinner at the [venue] on [date] at [time].

Example 3:

[Name] requests the pleasure of your company on the occasion of the opening of the [event] at [name and address of venue] on [date] from [start time] until [closing time].

An example of an invitation card addressed to two or more persons:

Example:

[Name] requests the pleasure of the company of [name] and [name] on the occasion of the opening of the [event] at [name and address of venue] on [date] from [start time] until [closing time].

3.3 Accepting or declining an invitation

The tone of the reply depends on the degree of formality of the invitation.

3.3.1 Reply to an invitation letter

An example of a formal letter accepting an invitation:



Example:

Dear Dr Johnson,

Thank you for the kind invitation to [event] in [place] on [date] at [time]. We are delighted to accept your gracious invitation to this event. Both Mr Korhonen and myself will be accepting the invitation.

Yours sincerely,

An example of an informal letter accepting an invitation:

Example:

Dear John,

Thank you very much for the invitation to [event] at [venue] on [date] at [time]. I am delighted to accept.

Yours sincerely,

Examples of letters declining an invitation:

Example 1:

Dear Ms Smith,

Thank you very much for the invitation to [event] at [place] on [date] to meet Permanent Secretary [name], the head of the [organisation].

I would be delighted to accept, but regrettably I have already made arrangements to attend another meeting on that date.

Please pass my regrets to Permanent Secretary [name] and give them my regards.

Yours sincerely,



Example 2:

Dear Mr Jones,

Thank you for your letter of [date] and apologies for the delay in response. [...] resulted in an enormous backlog of correspondence, so I hope you will excuse me.

I am honoured to have been invited by the Prime Minister to talk to the [organisation], but unfortunately my commitments with the [organisations x, y and z] preclude my taking on anything else. Thank you for thinking of me. Please do not hesitate to contact me again, should the opportunity arise.

Yours sincerely,

3.3.2 Reply to an invitation card

An example of a letter accepting an invitation conveyed by an invitation card:

Example:

[Title] [name] thanks [title] [name] for their kind invitation to [event] on [date] at [time] and has much pleasure in accepting.

An example of a letter declining an invitation conveyed by an invitation card:

Example:

[Title] [name] thanks [title] [name] for their kind invitation to [event] on [date] at [time] but very much regrets that [he/she/they] will be unable to attend due to a prior engagement (or '[he/she/they] will be unable to accept as [he/she/they] will be away from [place] on that date').

4 Thank-you letters

Examples of useful phrases for thank-you letters:

- I would like to thank you for ...
- Thank you very much indeed for ...
- I am very grateful for ...
- I am writing to thank you for .../I truly appreciate ...
 - the trouble you have taken to ...
 - the interest you have shown in ...



- the time you have taken to ...
- Thank you for your kindness in ...
- Thank you once again for your kindness.

4.1 Thanking for a letter

Examples of useful phrases for thanking someone for a letter:

- Thank you for your letter dated [date] ...
- Thank you for your letter of [date] and your kind comments.
- I received with pleasure your letter on [topic].
- Thank you for your letter in which you examine [topic].
- Thank you for your letter of [date] and for kindly enclosing the report on [topic].
- Thank you for your kind letter of [date] concerning [topic]. I entirely agree with you that ...

4.2 Thanking for a speech or participation

An example of a letter thanking someone for a lecture:

Example:

On behalf of the [organisation], let me reiterate my sincere gratitude for the lecture you delivered at [place] on [date].

As I hope was evident to you, the response from the [organisation] was very positive. Indeed, my colleagues appreciated the way you focused the lecture and your willingness to respond to a diverse range of questions.

We very much hope to see you back at the [organisation] at some time in the future.

An example of a formal letter thanking someone for attending a high-level meeting:

Example:

Please find herewith enclosed the minutes of the [meeting]. I should like to express my most sincere thanks to the participants for honouring us with their presence. I trust that these documents will meet with your interest, and I remain,

Yours sincerely,



4.3 Thanking for congratulations or support

Useful phrases for thanking someone for congratulations:

- I would like to express my sincere gratitude for your congratulations on my appointment as [title] of Finland.
- Thank you very much for your letter of [congratulations/congratulatory email]. I am very happy that [...] Thank you again for your kind wishes.

Examples of letters thanking someone for congratulations, an invitation, cooperation and support:

Example 1:

You very kindly wrote to congratulate me on my recent election as [title] of [Finland/organisation]. I would like to thank you most warmly for your letter and your very generous words. They are much appreciated.

I am very grateful for the confidence shown in me by [voters, etc.] in the vote on [date].

It will be a pleasure to continue the excellent cooperation we enjoyed during [...].

Example 2:

Thank you very much for inviting me to come and accept the prize awarded to Finland by [organisation]. I am familiar with the important work your organisation does and am aware of its wide-ranging expertise in [topic]. I therefore consider your award a great honour for our country. I particularly appreciate the fact that, when deciding on what basis the prize should be awarded, you took note of the extensive cooperation on which our national strategy is built. We are delighted to have been awarded the prize.

I wish [organisation] every success in carrying out its important work.

Example 3:

I want to thank you and the Government of [country] for your cooperation regarding the decision to establish [organisation].

A unanimous decision of the Member States on [date] on the seat of [organisation] would not have been possible without your constructive attitude. You showed true commitment to Europe.



Example 4:

I would like to thank you all for the great help and friendship you have extended to me, and I want to wish our dear colleague, [title] [name], all the best in their work over the next six months.

Please accept my heartfelt gratitude for a memorable term as [title].

4.4 Thanking for a visit or discussions

Examples of useful phrases for thanking someone for a visit:

- I would also like to take this opportunity to thank you for your warm hospitality during my visit to [place/country].
- It is a pleasure to write to you to thank you for the warm reception and gracious hospitality that you extended to me and my delegation during my recent visit to [place/country].

Examples of useful phrases for thanking someone for cooperation or discussions:

- I want to thank you for acknowledging the good cooperation with ...
- I would also like to extend you my particular appreciation for ...
- I would like to extend my gratitude for the manner in which ...
- I was pleased to have the opportunity to discuss this matter with you at greater length during our telephone conversation last Monday.

Examples of letters thanking someone for discussions and meetings:

Example 1:

I would like to thank you for the opportunity for the stimulating exchange of views during my official visit to [country].

I truly enjoyed our discussions on how globalisation could be managed better and on the challenges of ageing that [country] faces. I was also encouraged by your views on [topic].

I would be pleased to continue our discussion on a future occasion.

Example 2:

I would like to thank you cordially for the friendly reception during my stay in [country]. Please accept the expression of my gratitude for the effort undertaken to hold efficient and constructive meetings.

Please accept, Excellency, the assurances of my highest consideration and my renewed appreciation.



Example 3:

I very much appreciated our discussion on bilateral relations between our countries and on the prospects for developing them further. Your insights on current issues were very useful. I look forward to working with you to add greater depth to our ties.

It was a privilege to participate in the summit, and I would like to express my profound appreciation of your effective and constructive stewardship of the meeting.

Example 4:

On behalf of our delegation, I wish to thank you and your impressive team for having given us the opportunity to meet you and learn about the interesting work of your office. Please accept our heartfelt thanks for the warm hospitality and attention we received during our visit.

We were very impressed by your work. We found our programme extremely interesting and the whole visit could not have been organised more smoothly. It was particularly rewarding to meet and talk with the leading specialists in the various related fields. We were very grateful for their readiness to devote time and energy for receiving us. And our special thanks go to you, [title] [name].

The visits to [organisation] and to [organisation] were both inspiring and useful.

The information we received will undoubtedly be very helpful in the development of our own crisis management and communications systems.

I hope that our visit further strengthened the good relations between our countries and units. It is our sincere wish that our contacts remain active in the future, too.

I hope that you will have the possibility to visit Finland in the near future. We would be delighted to host your visit to [place].

I wish you every success in your demanding and engaging work.

Please extend our warmest thanks to all those who contributed to the success of our visit.



Example 5:

On behalf of our delegation, I wish to thank you for having given us the opportunity to meet you and learn about the interesting work of your department. Please accept our heartfelt thanks for the warm hospitality and attention we received during our visit.

We were very impressed by the organisation and extent of your work. The information you provided will undoubtedly be very useful in the development of our own crisis management and communications systems.

I hope that our visit further strengthened the good relations between our countries and units. It is our sincere wish that our contacts remain active in the future, too. Should you plan to visit Finland, we would be honoured to host your stay.

Please extend our warmest thanks to all those who contributed to the success of our visit.

5 Announcements

5.1 Formal announcement

Examples of useful phrases for announcing something positive:

- It gives us great pleasure to announce that ...
- We are pleased to announce ...

Examples of useful phrases for making a formal positive announcement about an individual (in some circumstances):

- We take pleasure in announcing ...
- We have the honour to announce ...

Examples of useful phrases for announcing something unfortunate or negative:

- We wish to announce ...
- We regret to announce ...
- We must unfortunately announce ...
- We are sorry to have to announce ...



5.2 Informal announcement

An example of a letter announcing a new appointment:

Example:

We are pleased to announce the appointment of [name] as [title] with effect from [date].

An example of a letter announcing a relocation:

Example:

We are pleased to announce that we will be moving to new premises next month. With effect from [date] our new address will be: [...].

Our new telephone number will be [...].

Please visit our website at [website address] or follow us on [social media platform] for the latest information.

6 Congratulations

Examples of useful phrases for offering congratulations:

- I would like to offer you my warmest congratulations on your having ...
- I would like to convey my warm congratulations on your appointment as ...
- I was delighted to learn that ... Please allow me to offer you my warmest congratulations.
- I would like to add my congratulations to the many you will be receiving.
- I would like to offer you my warmest congratulations and very best wishes for the future.
- We should all like to offer our warmest congratulations on this special anniversary.
- Congratulations on [receiving/being named/your new title]. Best wishes for [the future/for your continued success].



5.1 Congratulations on a special occasion

An example of a letter of congratulations:

Example:

On the occasion of the Independence Day of [official name of recipient's country], I would like to extend to you, on behalf of the Government of Finland and on my own behalf, sincere congratulations and best wishes for the success and prosperity of your country and people.

Allow me to take this opportunity to stress the importance that Finland attaches to friendly relations with [country]. All-round cooperation between our two countries and joint efforts towards a united and economically and politically stable Europe confirm my belief that the close relations between [country] and Finland will be further enhanced in all fields.

5.2 Congratulations on a job well done

Examples of useful phrases for congratulating someone on a job well done:

- Let me take this opportunity to send you my very best wishes and congratulate you once again on what you and your colleagues have achieved during [recipient's country]'s Presidency of the Council of the European Union.
- Please accept my heartfelt congratulations on the excellent work ... The dedication and high efficiency of your team have ... In particular, I would like to commend the diplomats of [recipient's country] in [place] for their expertise on issues related to ...
- I look forward to a very productive meeting in [place] and to seeing you again. Once again, I congratulate you on the work ...
- It is my pleasure to use this opportunity to express my profound appreciation for ...

5.3 Congratulations on election

Examples of useful phrases for congratulating someone on their election victory:

- On my behalf and on behalf of the Government of Finland I would like to extend my most sincere congratulations on your election as ...
- On behalf of the Government of Finland and on my own behalf, it gives me great pleasure to extend to you, President [name], my sincere congratulations on your election victory.
- On the occasion of your nomination as [title of minister] of [country], I wish to extend you my warmest congratulations and my best wishes for success in your high office.
- I wish to extend to you my most sincere personal congratulations after the successful elections, together with my best wishes for the future. The close cooperation between us and between our two countries has always been a source of great pleasure to me.



Examples of letters congratulating someone on their election victory:

Example 1:

Allow me to offer you my personal congratulations and those of the [country] Government and people on your recent [election/re-election] as [title] of [country].

[Country] and Finland enjoy a warm friendship based on [...].

Finland remains committed to the promotion of commercial, scientific, educational and cultural exchanges between our two countries. I look forward to working with you and your Government towards these goals.

Example 2:

I would like to congratulate you on your reappointment as [title] of [country].

[Country] and Finland enjoy very friendly relations. As two small countries actively committed to democracy, human rights, the rule of law and sustainability, we often find ourselves aligned and cooperating on international issues of mutual concern.

I am also pleased to note that our bilateral relations are getting stronger. There have been a number of high-level visits in both directions in recent years, promoting increased policy dialogue across a range of issues, including [...]. Cooperation in the area of [...] is flourishing [...]. It is my sincere desire that we continue to build upon these links in the coming years. I wish you every success in your second term as [title].

Example 3:

On the occasion of the appointment of your government and the assumption of your duties as [title] of [country], I would like to extend to you my warmest congratulations and my best wishes for every success in your renewed term of office.

I am convinced that we will continue to work closely together in the years ahead to further promote the cordial relations between our two countries and to enhance our cooperation within the framework of the European Union and other international forums.



Example 4:

On the occasion of your reassumption of the office of the [title] of [country] I would like to convey to you my cordial congratulations and best wishes.

I would like to assure you that Finland highly appreciates our partnership with [country]. I am very pleased that [...]. I believe that fruitful cooperation between the governments of [country] and Finland will continue and develop to the benefit of our states and citizens.

I wish you further success in the performance of your honourable and responsible function.

With expressions of respect,

Example 5:

I would like to extend to you my most sincere congratulations, along with my warm wishes for your success, on the occasion of your reappointment as [title] of [country].

I take this pleasant opportunity to express my deep satisfaction with the cooperation between our countries. I look forward to continuing our dialogue and consultations upon the prospects of further strengthening and widening our collaboration, not only at the bilateral level, but also within the European Union framework.

Renewing my warmest congratulations, please accept the assurance of my highest consideration.

Example 6:

It is with great pleasure that we learned last week that you have managed to establish a broad coalition in the centre of [country's] politics, approved by a strong majority in parliament.

We look forward to seeing that the new government will stay on its clear reformist course, continuing with innovative and modern recipes in a large number of policy areas, recipes which are often a guiding light for the governments of the rest of the EU Member States.

At the same time, I congratulate your new government for the building of a strong and balanced team, reinforced by the adoption of a fresh approach.

I look forward to meeting you at [...].



Example 7:

On the occasion of your re-election as [title] of [country], I extend to you my warm congratulations and wish you every success in your high office.

May I avail myself of this opportunity to express my firm belief that the existing bonds of friendship and cooperation between our two countries and peoples will continue to grow and further develop. I reiterate that I am looking forward to strengthening these ties in all fields, particularly within the framework of the European Union, thus promoting our common interest to the mutual benefit of our two countries and peoples.

Please accept, Excellency, the assurances of my highest consideration.

7 Apologies and condolences

7.1 Apologies

An example of letter offering apologies:

Example:

I wish to apologise on my own behalf and on behalf of the Finnish Government that the feelings of [group] have been offended in Finland.

7.2 Condolences

7.2.1 Formal condolences

Structure of formal condolence messages:

- Address
- We received with sorrow the news ...
- Please accept our deepest condolences ...
- [Title] [name] will be remembered for ...
- On behalf of ...
- Conclusion

Examples of useful phrases of address:

- To the family of [title] [name], ...
- To the people of [country], ...



Examples of useful phrases expressing receipt of news of a death or serious illness:

- We have just learned with deep regret of the death of [name].
- We received with sorrow the news of the passing away of [name].
- We were greatly saddened to learn of [name]'s death.
- We were deeply shocked by [name]'s untimely death.
- I was very sorry to learn of [name]'s passing.
- I am deeply saddened to receive your message of [his/her/their] illness.
- It is with shock that I received the news about the death of [name].
- We received with sorrow the news of the passing away of your esteemed predecessor, [name].
- I have with anguish followed reports last night and today of the critical condition of [name]. I truly wish that despite the reported severity of [illness], [name] makes a full and rapid recovery.

Examples of useful phrases upon receiving news of a tragic incident:

- I am deeply saddened by the terrible [incident] in [country/place].
- I was greatly saddened to hear about the [incident] in [place] today.
- I am shocked and deeply saddened at the tragedy that has taken place at [place].
- We are deeply shocked and saddened at today's [incident] with the loss of many lives.
- I am deeply saddened at the news of [an incident], which has led to loss of life and a very high number of injured.
- I was saddened to learn of yesterday's events in [place] where precious human lives were lost and several people left injured.
- We have followed with deep sorrow the news from [country] yesterday evening and this morning.

Examples of useful phrases for offering condolences:

- Please accept our sincere condolences and deepest sympathy.
- Please accept our deepest condolences on the passing away of [title] [name].
- Please accept my sincere condolences, offered both personally and on behalf of my Ministry.
- Please include us among those who share your sorrow at this sad time.
- Please pass our condolences and deepest sympathy also to [name]'s family.
- Please accept the expression of my condolences and deepest sympathies on your sad loss.
- I hope I may, through you, convey this wish together with my deepest sympathies to [his/her/their] loved ones.
- We wish to express our deepest condolences to the families and friends of the victims.
- Today, my thoughts are with [country] and with our [nationality] friends.
- We all join in expressing our sympathy to you and your family at this very sad time.
- Our thoughts are with the people of [country].
- Our thoughts are with the families and friends of those who lost their lives in [country].
- The [incident], and the loss of so many lives, has shocked us all deeply. Our thoughts are with the relatives and friends of the victims.



- The Finnish Government expresses its deepest condolences to [name]’s family and to the people of [country].
- On behalf of the people of Finland and on my own behalf, I would like to express my most sincere sympathy to you, the family of [name] and the people of [country].
- On behalf of the Finnish Government, I express my condolences and sympathies to the Government and people of [country] in this difficult period.
- On behalf of the Finnish Government, I send condolences to all those who have lost relatives or been injured.
- On behalf of the Government of Finland and on my own behalf, I wish to express my sincere condolences to you and to those who have lost their loved ones in this tragedy.
- On behalf of the Government of Finland, I would like to express our heartfelt condolences to you, your Government and to the people of [country].
- On behalf of the Finnish Government and on my own behalf, I wish to express my deepest condolences to the family and friends of the victims. I also wish a speedy recovery to those injured in the [incident] and I hope that those affected by the tragedy will find the strength to cope.

Examples of useful phrases for sharing positive memories:

- [Name] will be greatly missed by all who knew [him/her/them].
- [Name] will be remembered for [his/her/their] long and active political career and great dedication to [his/her/their] work for [country] and for Europe.
- People working in [organisation] came to know [name] well over the years. [He/she/they] often visited Finland, and we had the pleasure of enjoying [his/her/their] hospitality in [city] on many occasions.
- [Name] was known in Finland for [his/her/their] warmth, optimism and dedication. [His/her/their] death is an immense loss not only for [country] but also for the entire international community.
- We have all lost a friend, and here in Finland we, too, grieve [his/her/their] departure.
- We have lost a good colleague and a close friend.

Examples of useful phrases for condemning violence:

- I condemn this act and hope that [organisation] will do their utmost to investigate the [incident] promptly and thoroughly.
- There must be an immediate, independent and thorough investigation into the causes of the [incident].
- Violence has no place in [place] and it is impossible to understand what has happened. This kind of injustice shocks the whole nation and touches us all.
- Finland strongly condemns all acts of terror.
- The Government of Finland strongly condemns the attacks that took place in [city] today.
- Violence or threat of violence is always [reprehensible/to be condemned].



Examples of useful phrases for concluding a formal condolence message:

- In respect of [title] [name]'s memory, ...
- With sincere condolences, ...

7.2.2 Condolence messages on social media

Condolence messages on social media platforms are often less structured:

- I am deeply shocked by the [incident] in [city]. Our thoughts are with [country].
- Shocked by the news coming in from [city]. My thoughts are with our [nationality] friends.
- Shocked and concerned by the [incident] in [city]. My deepest condolences to the victims' families.
- Deeply shocked by the [incident] in [city] – another violent attack against citizens and our open societies. Our thoughts are with [country].
- Terrified and saddened by the [incident] in [city]. My deepest condolences.
- Saddened to hear about the [incident] in [country]. Sincere condolences to the loved ones of those who lost their lives.
- Saddened by the news of the tragic [incident] in [country]. Condolences to the families and friends of those who lost their lives.
- My deepest condolences to the families of the victims of the [incident] in [country].
- My deepest condolences to the family of [name]. An attack against an MP is also an attack against democracy. Freedom of speech is one of our core values.
- Strongly condemn the attack against innocent civilians in [place]. Condolences to the families and friends of those who lost their lives.
- We strongly condemn the [incident] in [city], [country]. Our condolences to the families and friends of the victims.
- Very sad news from [city]. We strongly condemn the [incident] and express deep condolences to the families of the victims.
- Finland strongly condemns all acts of violence. My deepest condolences to the people of [country].

7.2.3 Paying respect

Examples of useful phrases for observing silence:

- At its plenary session today, the Government observed a minute's silence in honour of those who lost their lives.
- On [date], there will be one minute of silence in Europe in memory of the victims of the terrorist attacks in [city]. The Government invites the citizens of Finland to join in this moment of silence at 13.00 Finnish time.



Examples of useful phrases for flag raising:

- The Finnish Government will show its solidarity with [country] by flying the Finnish and [nationality] flags on the anniversary of [event] on [date].
- The Government will show solidarity with [country] by flying flags at the Government Palace, Senate Square and Merikasarmi.
- On [date], the Government will raise [nationality] flags at Senate Square outside the Government Palace in honour of [event].
- Flags will be flown on government buildings to celebrate the anniversary of [event].
- Government agencies and public bodies will fly flags at half mast on [date] as a mark of respect following the death of [title] [name].
- Flags will be flown at half mast at the Government Palace on [date] following the passing of [title] [name].
- Government agencies and public bodies will fly flags at half mast throughout Finland on the day of [title] [name's] state funeral.
- Flags will be flown at half mast throughout the country on the day of the funeral.

7.3 Announcement of someone's death

Examples of useful phrases for formally announcing someone's death:

- It is with great sadness that we have to inform you of the passing away of ...
- It is with profound sadness that ...
- With great sorrow we have to announce the death of ...
- With deep regret we ...

Examples of useful phrases for announcing the death of a colleague or an acquaintance in a less formal way:

- I am very sorry to have to let you know that [name] died last Tuesday/two weeks ago/on [date].
- I'm sorry to say that [name] is no longer with us. [He/she/they] passed away on [date].

Examples of useful phrases for adding relevant information:

- ... after a long/short illness ...
- The funeral will be held on [date] at [place].
- A memorial service will be held on [date] at [place]. The [funeral/service] will be just for the family and close friends.



8 Leaving office

8.1 Letter from someone leaving office

Examples of letters from someone leaving office:

Example 1:

After more than [number] years as [title] of Finland, I am today leaving office. One of the most important and stimulating tasks during this period has been to be a part of [...]. Together, we have been able to both broaden and deepen our relationship. We have also managed to strengthen our cooperation to achieve [...]. I would like to extend my warmest appreciation to you for the excellent collaboration, both on a personal basis and between our two countries.

Example 2:

The time has come to take leave of my office as [title] of Finland. I do this with a deep sense of gratitude. I would like to thank you especially for your support and your constant readiness to find solutions in a friendly and constructive spirit both in our bilateral relations and in our common work on the European level. I would be grateful if you could cooperate with the new Government of Finland in the same way.

Wishing you every success, courage and strength in your future endeavours and hoping that we will have opportunities to meet again to continue our dialogue, I remain,

Yours sincerely,

Example 3:

I am writing to inform you of my resignation from my post as [title] of Finland. I express my wholehearted gratitude to you and your Government for the kind support and cooperation extended to me during my tenure.

I would like to express again my sincere gratitude to Your Excellency for the warm hospitality extended to me during my visit to your beautiful country last September. I will always remember that we had a rewarding exchange of views on bilateral relations and various international matters, and you kindly offered me an excellent opportunity to enjoy the nature, culture and history of [country].

I am convinced that our two countries will continue to develop ever stronger bilateral relations. I intend to continue, in my new capacity, to promote our friendly and cooperative relations with your country.

I offer my sincere wishes for Your Excellency's good health and continued success.



Example 4:

As I look back on my tenure in government, I have many wonderful memories of the warm and friendly cooperation you extended to me when I had the honour to serve as [title] of Finland.

Accordingly, I wish to express my deep gratitude for the support you gave me during that period. I also want to underline my deep admiration for your contribution to the international community and for your efforts to strengthen relations between [country] and Finland. I feel that your work made a significant contribution to the security and future prosperity of both our countries.

Looking ahead, I hope you will maintain the friendly and cooperative ties to Finland that you extended to me during my government service. I profoundly believe that sustaining and enhancing the cooperation between [country] and Finland will continue to serve the greater good of all of our peoples and the world at large.

8.2 Reply to someone leaving office

An example of a letter replying to someone who is leaving office:

Example:

I wish to thank you for your friendly and informative letter of [date]. It has been a pleasure to have you as a colleague and I will follow with great interest the formation of the new Government of [country] that emerges as a result of the [month year] elections.

I am convinced that fruitful cooperation between [country] and Finland as EU partners will continue in the future.

I wish you every success and look forward to maintaining contact with you.

9 Expressions for closer cooperation and continued success

9.1 Wishes for success and cooperation

Examples of useful phrases for wishing someone success or expressing hopes for cooperation:

- I wish you every success in your future tasks and look forward to the enhancement of our cooperation both at the bilateral and EU level.
- In this respect I am fully convinced that there will be continued development of harmonious interaction and mutual understanding between [country] and Finland.



- I would also like to express my warmest wishes for your continued success in future endeavours.
- I am confident that the excellent cooperation between [country] and Finland as partners in the European Union and in the [region] will continue to strengthen in the coming years.
- I wish you every success in your future tasks and look forward to the enhancement of our cooperation both at the bilateral and EU level.
- In this respect I am fully convinced that there will be continued development of harmonious interaction and mutual understanding between [country] and Finland.
- I avail myself of this opportunity to express my best wishes for the wellbeing and success of Your Excellency in [year].
- I avail myself of this opportunity to express my best wishes for the wellbeing and success of Your Excellency in [year].

9.2 Proposing meetings

Examples of letters proposing a meeting:

Example 1:

I would like to take this opportunity to announce that we will be sending an economic delegation, consisting of executives from Finland's leading companies and board members of our Council, to visit [country] in order to develop bilateral relations in economics, trade and commerce.

Therefore, I would very much appreciate an audience with you during our stay in [place]. We are now in the process of working through our diplomatic channels to coordinate the itinerary for our delegation's visit.

We would be very grateful if you would be so kind as to render your good offices, support and assistance, as appropriate, for this visit which, I am sure, will further [country]–Finland relations.

Commending the matter to your kind consideration,

I remain respectfully yours,

Example 2:

Let me first introduce myself. My name is [...] and I work at the [organisation] as [title]. The [organisation] is a body that [...].

My reason for writing to you is as follows. [...]

I would be very grateful if you could provide information on these matters and it would be a great pleasure to visit your [organisation] and discuss them with you.



9.3 Requesting comments

An example of a letter requesting comments on the programme of an event:

Example:

I trust this letter finds you in the best of health and spirits. Please allow me to express my sincere gratitude for the long-standing cooperation and support that you have contributed to [...].

[...]

I am sending the programme of the [event], including [document], in the hope of continuing to receive your guidance and encouragement and also to inform you of the current state of [topic]. If you have the opportunity to read this material, I would be delighted to have the benefit of your opinion.

In closing, please accept my best wishes for your future success.

10 Discussions

10.1 Offering or seeking support

Examples of useful phrases for offering or seeking support:

- Many thanks to you and your colleagues for the letter on [topic].
- I fully agree with you that ...
- We must therefore seek joint responses to the problem.
- We will make every effort to promote ...

Examples of letters offering or seeking support:

Example 1:

The [topic] is of paramount importance. I am convinced that [name] and [his/her/their] successor will continue to keep the issue of [...] as an item of high priority on the agenda. I urge you to join and support [name of individual/organisation] in this vital effort. I would like to assure you of our full support in these endeavours.



Example 2:

Many thanks for your letter of [date] concerning [...].

I wholeheartedly agree that [...].

I hope too that the rest of the international community shares the concerns expressed in the Conclusions and that it is ready to swiftly act in unison in pursuit of a common goal: [topic].

As for [topic], I am concerned about [...].

In this respect, [...].

In this regard, [...].

Accordingly, [...].

However, it is equally important that [...].

On behalf of the EU, I would like to thank you for what you personally and your Government have done with regard to [topic], and in particular for your efforts in the UN Security Council.

Example 3:

I am writing to express my support for your initiative to develop joint choreography for determining the possible next steps in the debate on the future of Europe.

In this respect, we welcome your efforts geared towards achieving progress in areas such as growth and employment, the internal market and other objectives of the [strategy].

We look forward to working closely with you during the next six months in order to ensure the continuity of our common efforts to enhance and bring dynamism into the debate on the future of Europe during our successive Presidencies.

First, it would be very beneficial to have an exchange of views and discuss the contributions you receive from the Member States, also in the context of the preparations for the European Council.

We would very much like to share our ideas with you and discuss ways on how to attain these objectives.

I look forward to further discussion on these matters with you in the course of the coming months.



Example 4:

I wish to address with you the issue of [...]. To start with, I wish to recall [...]. In my letter of [date], I presented to you [...]. Much to my regret, [...].

With a view to the above, I think it would be appropriate to bring this issue to our level and to streamline common understanding between us and reconfirm commitments previously made.

I look forward to meeting you in [place] and I count on your support in this issue.

10.2 Exchange of opinions

Examples of letters to exchange opinions:

Example 1:

In advance of the [meeting] next week, I am writing to outline some of our thinking on the [...] debate begun at [meeting] and continued at [meeting]. I also welcome your proposed focus on [...]. I would hope that our discussions next week will contribute directly to [...]. I look forward to a very productive meeting in [place] and to seeing you again. Once again, my congratulations on the work.

Kind personal regards,
Yours sincerely,

Example 2:

Thank you for your letter of [date] concerning [...].

As I already stated in my response to the letter of [date] from you and your Mediterranean colleagues, I fully share your concerns about recent developments. We need to work together to find lasting solutions to [...].

In my response last week, I highlighted some of the issues that will be tackled during our Presidency, and I hope that those observations also provide a preliminary answer to the questions raised in your letter.

I am confident that, at the December European Council, we will be able to take important political decisions that will enable us to work more effectively and more consistently in future.



Example 3:

I am writing to present you with [...]. I want to start by emphasising the significance of [...]. The [organisation] strongly believes that [...]. We therefore support [...] and will support the [organisation] in its efforts to implement this mandate in a timely and effective fashion during the [conference]. The EU's recent focus on [topic] is bearing fruit, with growing support for EU action amongst European citizens.

There are many worrying issues that must be dealt with. The [organisation] therefore calls for the EU to take all appropriate measures for [...] and to examine this matter and make all appropriate recommendations.

We cannot miss this opportunity. The [organisation] urges you to act in a concerted fashion, and with one voice, starting from the launch of negotiations in [place] [future time].

In our view, the EU must pursue a balanced approach that addresses the urgent need for [...].

We sincerely hope that [organisation] will consider our proposal for a full reassessment of [topic] in this light.

I very much hope that you will consider these proposals and participate in our efforts to make them a reality.

Example 4:

I would like to convey to you the main message of our discussions.

First of all, Finland is deeply concerned about the situation [...].

We strongly appeal to you to put an immediate end to [...].

It is of utmost importance that [...].

Example 5:

I would once again like to thank you for your hospitality and the interesting discussion we had on [date] in [place]. I appreciate your prompt reply and constructive approach to the issues at hand.

It is in the interest of the EU as well as of the [organisation] to [...].



Example 6:

With reference to the Conclusions of the European Council and my own statement at dinner I would like to provide you with some further analysis of the consultations carried out by Finland's Presidency on the issue of [...].

One point is plain from the outset: [...].

On the whole, [...].

Firstly, [...].

Secondly, [...].

More specifically, [...].

In principle, [...].

For this reason, [...].

It is widely considered important to develop a greater momentum to move the process forward. To this end, many Member States hoped that [...].

As regards the timeframe, [...].

It is clear that [...].

In all likelihood, [...].

It is absolutely crucial for the [organisation] to avoid [...].

My impression is that [...].

I remain at your disposal for any further questions you may have on our consultations concerning [topic]. I look forward to the continuation of this work under your Presidency.

Example 7:

My purpose in writing to you now is to revert to a matter that we have discussed on several occasions over the past few months.



Example 8:

Thank you for your letter concerning [topic]. I was pleased that we were able to meet last weekend in Helsinki for a frank discussion on the matter.

Example 9:

Furthermore, with reference to our letter on [date], [organisation] takes this opportunity to inform you that [...].

Examples of useful phrases for letters exchanging opinions:

- I would like to inform you that ...
- I have the pleasure to inform you about ...
- I thank you for your interest and positive attitude towards ...
- I fully share your evaluation of the important progress achieved during ...
- I would like to highlight some aspects about which it is useful to have a sincere and open exchange of opinions.
- Please find enclosed a copy of ...
- Please find attached a letter ...
- When assessing the measure, it should be noted that ...
- It is my hope that you will take this information into account in the preparation of the forthcoming meeting.
- We thank you for your attention to these concerns and extend our best wishes for a productive meeting.
- I look forward to continuing to work closely with you on this agenda.

11 Forwarded correspondence and notes verbales

Examples of letters informing the recipient that their message has been forwarded:

Example 1:

Thank you for your letter of [date]. Regrettably, the matter in question does not fall within the Prime Minister's purview. We have referred your letter to the [ministry] for consideration, and we hope the issue will be resolved without delay.

Yours sincerely,



Example 2:

Transfer of request

The Finnish Prime Minister's Office received the attached letter from [country] on [date].

As the matter does not fall within the remit of the Prime Minister's Office, we are transferring the issue to [organisation].

Sincerely,

Examples of letters forwarding a message:

Example 1:

The Embassy of [country] presents its compliments to the [ministry, office, etc.] and has the honour to request the [ministry's, office's, etc.] kind assistance in conveying the following message of congratulations from [His/Her Excellency name], [title] of [country] to [His/Her Excellency name], [title] of [country] as follows:

Quote

[the message]

Unquote

The Embassy of [country] avails itself of this opportunity to renew to the [ministry, office, etc.] the assurances of its highest consideration.

Example 2:

Your Excellency,

I have the pleasure to transmit herewith attached, with an unofficial translation in English, a copy of a letter addressed to Your Excellency by [His/Her] Excellency [name], Prime Minister of [country], concerning [...].

I avail myself of this opportunity to express to Your Excellency the assurances of my highest consideration.



Examples of a note verbale:

Example 1:

The Embassy of Finland presents its compliments to the Government of [country] and has the honour to [forward/send] a copy of a letter by H.E. [Mr/Ms] [name], Prime Minister of Finland, together with [an unofficial translation/a complimentary translation], addressed to H.E. [Mr/Ms] [name], Prime Minister of [country].

[It is requested that/It will be appreciated] if this letter is kindly forwarded to its highest destination. The original of the letter will be submitted in due course.

The Embassy of Finland avails itself of this opportunity to renew to the Government of [country] the assurances of its highest consideration.

Example 2:

The Embassy of Finland presents its compliments to the [ministry] and has the honour to enclose herewith a copy of the reply letter by H.E. [Mr/Ms] [name], Prime Minister of Finland, addressed to H.E. [Mr/Ms] [name], Prime Minister of [country], with the kind request to transmit it to the addressee.

The esteemed Ministry's intercession is kindly requested so that the aforementioned copy of a letter may be forwarded to its High Addressee, while the original will be dispatched through diplomatic pouch.

The Embassy of Finland avails itself of this opportunity to renew to the [ministry] the assurances of its highest consideration.



About this guideline

This document combines two earlier guidelines published by the Prime Minister's Office of Finland: 'Englanninkielinen kirje' from 2007 and 'Malli-ilmaisuja valtionhallinnon kirjeenvaihtoon englanniksi' from 2008. The latter guideline contained phrases and examples from a sample of letters sent or received by the Prime Minister's Office.

The phrases and examples in this guideline have been revised and expanded from the ones published in the 2008 guideline.

'Useful phrases for correspondence' is published under [Glossaries and guidance on the website of the Prime Minister's Office](#).

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