**MASSACHUSETTS DEMAND LETTER | OFFICIAL 30-DAY NOTICE**

Chapter 93A, Section 9 (Consumer Protection Act)

From

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ [Name]

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ [Address]

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ [City, State, Zip]

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ [Phone]

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ [E-Mail]

Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, 20\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ [Name of Merchant]

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ [Address]

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ [City, State, Zip]

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 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, 20\_\_\_\_, the following unfair or deceptive act occurred: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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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,

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_