

## Stimulus and Exercise Materials

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**Instruction:** Form small groups for this exercise on claim letter. Please read the following social media post which is served as a claim letter on the behalf of the writer. Then critique the claim letter's strengths and weaknesses in a memo to your instructor. Here is the claim letter posted on the social media:

“Melissa Jackson

Star-Tel, your new Corona ME smartphone is the worst I've ever purchased! Two days into using it, I saw the back of the phone starting to smoke and the battery caught fire. The guy at the store said the battery must have been defective and replaced the phone. But three days later the same thing happened and sparks started coming out of it! It is not just the battery but something to do with the phone. It is too dangerous to keep using it, but I don't want to keep returning tis phone and getting yet another defective product! I have lost hours of work this week because of this. I think you owe me- and everyone who's bought your defective phone-a refund!” (Markel and Selber, 2018, p.387).