[Kantoornaam]  
[Adres]  
[Postcode en Woonplaats]  
  
[Datum]  
  
CaseWare Cloud   
Technical Support  
info@casewarecloud.com  
  
Subject: Backup request for CaseWare Cloud file  
  
Dear Sir or Madam,  
  
Our company would like to receive a backup from the client file as described below. Currently we have a CaseWare Cloud site with the URL:

https://nl.casewarecloud.com/.... [URLvermelden van jullie eigen CaseWare Cloud site]  
  
Because of a problem with the file we would like to receive a backup from the file. Below you will find the information of the files.   
  
**Information**  
  
File name:

[Bestandsnaam – Graag de exacte volledige bestandnaam, inclusief extensie vermelden! Bijvoorbeeld ABC123.ac\_]

Cloud URL:

*\\nl.casewarecloud.com\\es\[URL naar bestand]*

Date and time of the backup: from or before [graag vermelden in UTC tijd, formaat YYYY-MM-DD + tijdstip]

Most convenient way to receive the file(s): zipped  
  
We would be happy to answer any questions or give you any more information. Our telephone number is [Telefoonnummer aanvrager] and our email address is [mailadres aanvrager]

We are aware that the cost of restoring a backup is €85 and that this will be invoiced in MyCaseWare.

I have enclosed a copy of this request in PDF.   
  
Thank you for your prompt attention to our request.  
  
Sincerely,

[Naam aanvrager]

[Kantoornaam]  
[Adres]  
[Postcode en Woonplaats]

List of enclosures (PDF of request)