**Letter Template – Request for Freeze on Interest**

This is a sample letter template to use to request a freeze of interest for any credit debts on the grounds of financial hardship.

These include -

* Personal Loans *(sometime applies)*
* Credit Cards
* Store Cards
* Payday Loans *(NB. Payday Loans have interest, fees, and charges included when the loan is taken out, so use this as a request for reduction on your payment amount rather than interest reduction)*
* Flexi Loans

***It is important that you keep a record of all interactions you have in relation to your request. Make records of all interactions, calls etc. including details of time/date/who you spoke with and what you spoke about. We suggest that you create a file to keep all records in, including a copy of this letter.***

Dear Team,

**Re: *Fill in details of your loan/Credit Card account/identification name and numbers***

I am writing to you because (*include details of what you are going through/have been going through and how this is affecting you).*

I am therefore writing to request some hardship assistance for a period of three months, with a freeze on interest, fees and charges along with payments for that period.

I have attached to this letter/email the following documents to support the details of my circumstances that I have listed above, including a copy of my Statement of Financial Position and ….. *(list other supporting documents)*

Hopefully, at the end of this period, things will have turned around… *(list details of the position you expect to be in at the end of the three month hardship period and how you plan to meet your payments ongoing – Also known as your recoverable position)*

Thank you for your understanding. It is greatly appreciated. I will be in touch in a week to follow up, but in the meantime, please feel free to contact me if you have any questions.

Kind regards

(*Name and contact information*)