

Example Letter– Request for Long Term Arrangement

This is a **example letter** 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
- Flexi Loans

*When writing your own letter, 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: John A. Smith – Personal Loan - Account Number 123 456 789

I am writing to you regarding my personal loan account.

I have recently been stood down from my job. Due to this, my family and I are living off a considerably reduced income.

As such, I am writing to request some assistance in the form of a Long Term Arrangement as I am unable to meet my current payments nor will I be able to for the foreseeable future.

COVID-19 and being out of work has really affected our lives and we are struggling to stay positive and see a way forward at this very challenging time.

I have attached to this letter/email the following to support the details of my employment being suspended, including a copy of my Statement of Financial Position and a letter from my employer, doctor and proof of my other debts.

The reduced payments will enable me to meet my financial commitment to you over an extended timeframe. As such, I propose the following - \$XX for XX months with the interest frozen so that I can clear the principal and my obligation to you without adding more pressure than I can handle with an unserviceable debt load.

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)

Disclaimer: Please note, this sample letter is for general information only and should not be relied upon as financial advice. For information regarding your personal circumstances, please talk to your accountant or a registered financial advisor.