**Letter Template – Request for Full and Final Settlement**

This is a sample letter template for use to request a Full and Final Settlement on a loan account.

***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: *Your Account Number***

I am/We are writing to you in regards to the above account. Due to (*include bullet point details of your circumstances and why you are unable to maintain your current arrangement now and into the future)* I am/we are unable to maintain my/our account.

In saying that I/we are able to access a lump sum of money through *(include details of how you came in to the money)* and would like to offer $X as a Full and Final settlement on my/our account.

To support my/our request I/we include the following supporting documentation (*include documentation that will support and demonstrate your request*).

EG:

* Statement of Financial position
* *Any other suitable supporting documentation – List*

Please let me/us know if this offer is acceptable to you. If so, I/we will be able to make this payment in full in (7/14/21) days.

Should you accept this offer, please provide me the payment details and reference number so I can make the payment to you ASAP.

Thank you for your understanding. It is greatly appreciated. I/We will be in touch in a week to follow up, and see what else you might need to assist you in processing my request. In the meantime, please feel free to contact me/us if you have any questions.

Kind regards

(Name and contact Information)