

## **Example Letter – Request for Full and Final Settlement**

This is an example letter to request a Full and Final Settlement on a loan account.

*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: Account Number XXXX XXXX**

I am writing to you in regard to the above account. Due to complications from a recent operation, I had on my knee, I am unable to continue to work in the role that I have been doing. As a result, I have had a reduction in income, and I am unable to maintain my account.

In saying that, my family can see what I am going through and have offered to assist. As such they have offered me some money to settle my account. I would like to offer \$X as a Full and Final settlement on my account.

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

- Statement of Financial position
- *Letter from my doctor stating that I am no longer physically fit to continue in my role*
- Any other supporting documents

Please let me know if this offer is acceptable. If so, I will be able to make this payment in full in 14 days.

Should you accept this offer, please send me payment details and reference number and I will arrange payment to be made ASAP.

Thank you for your understanding. It is greatly appreciated. I will be in touch in a week to follow up and if there is anything else you might need to assist you in processing my request. 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 personalised information about your circumstances, please talk to a registered financial advisor.*