[Date]

[Lender’s Name]

[Lender’s Address Details]

Dear Sir/Madam

Account details: [insert account details]

Please provide the following information about the above account:

1. Copies of all documents relating to the above account as required by section 185(1) of the National Credit Code (the Code) including:
* the credit contract, mortgage or guarantee
* any credit-related insurance contract in your possession
* any notices you have sent to me.
1. A statement of amount owing in accordance with section 36(1) of the Code setting out:
* the current balance of the account,
* any amounts credited or debited during the period [state period – this might be the entire period, ie “from the date the contract was entered to the date of this letter”]
* any amounts overdue and when each such amount became due
* any amount payable and the date it became due.
1. A statement of pay out figure as at [insert the date you want] with details of items which make up that amount in accordance with section 83 of the Code.
2. A copy of the assessment of suitability under section 132 of the National Consumer Credit Protection Act 2009 (Cth).

I look forward to receiving the above information and documentation within the time limits specified in the Code.

I request that you hold any action in relation to this account until at least [14] days after the documentation requested has been received to allow me time to seek advice. If you are unable to agree to this request kindly advise immediately and I will take steps to protect my position.

Please note that in requesting the above documents, I am not acknowledging liability for any amount alleged to be outstanding on the loan.

Yours faithfully,

[Your Name]