

## Sample 1: Letter to the finance company asking for your loan information

(Date)

(Manager's name)  
(Finance company's name)  
(Address)

(Your name)  
(Address)

Dear (Manager's name)

### Request for my loan contract details

Could you please send me the following information about my loan contract (insert reference number if any) entered into on or about (insert date you signed up the loan):

- copies of all documents relating to the above account in line with the *Privacy Act 1988* (Cth) and/or sections 36 and 185 of the National Credit Code (the Code) including:
  - the loan contract or guarantee
  - any credit-related insurance contract in your possession
  - any notices previously given to me
  - the loan application form(s)
  - a copy (if any) of the preliminary assessment
- a copy (if any) of the financial assessment in line with section 129 of the *National Consumer Credit Protection Act 2009* (Cth)
- a statement of the amount owing and other matters covering the period between the contract date and the date of this letter in line with section 36 of the Code
- a statement of the payout figure at the date of this letter with details of items which make up that amount in line with section 83 of the Code
- the amount of the original limit granted and the date and amount of any subsequent limit increases (if applicable)
- your Credit License Number (if any) and the name of the external dispute resolution scheme to which you belong.

Under section 36 of the National Credit Code you must provide this information. If you do not provide the information within 14 days I will consider taking legal action to obtain it.

Please send this information to my address above as soon as possible.

Yours sincerely

(Your signature)  
(Your name)