

Mr John Smith
83 Sample St.
Townsville
Sussex,
S12 3FG

4 July 2007

Account 000000000001234

Dear Mr Smith

I am writing to you as your account is seriously overdue and I have not been able to contact you by telephone.

Your total debt of £5,432.10 will be legally assigned to debt collectors at the end of this month. However, I am prepared to take steps to prevent this from happening. This will not be possible once the account has been legally assigned, and it therefore represents a once in a lifetime opportunity to reduce your debt.

There are two options available to you:

If you are able to make a payment of £2,599.37 against this full debt then I will consider writing off the remainder, and will reflect this on your credit file. If you are unable to raise funds immediately, please contact me to discuss further options.

Alternatively, for a fixed period, I may be prepared to release you from your obligation to pay the minimum amounts required by our standard terms on the condition that you instead make reduced monthly payments on your account. I will fix the level of the reduced monthly payments, as long as you make those reduced payments, I will also suppress interest on your balance. This means that any payment received from you will be deducted from your outstanding balance.

I must make clear that if you do not make the reduced monthly payments which I set, you will immediately revert to our standard Terms and Conditions. That means that you will have to make standard minimum payments, and you will have to pay interest on your balance and any default fees you incur.

Please do consider this opportunity. I can be contacted on 0800 123456. If you do not call, then I will not be able to help you.

Yours sincerely



John Jones
Director of Customer Assistance