

[Date]

[Customer Name]
[Customer Address]
[City, State, Zip Code]

Subject: Policy Regarding Interest Rate Reduction Requests

Dear [Customer Name],

Thank you for contacting [Company Name] regarding a reduction in the interest rate for your account ending in [Last 4 Digits of Account Number]. We appreciate your business and the opportunity to address your request.

After reviewing your account, we are writing to explain our current policy regarding interest rate adjustments. Our rates are determined based on several specific criteria, including:

- Current market conditions and federal benchmark rates.
- Your credit history and internal risk assessment profile.
- The specific terms and conditions outlined in your original signed agreement.
- Account history, including payment consistency and duration of the relationship.

At this time, we are unable to lower your interest rate because [State specific reason, e.g., the current rate is already at the lowest tier for this product / the account does not meet the eligibility requirements for a promotional adjustment].

We understand that managing finances is important. While we cannot change the rate today, we can offer the following resources to assist you:

- [Option 1: e.g., Budgeting tools available on our website]
- [Option 2: e.g., Information on alternative payment plans]

We will continue to review account eligibility periodically. If your account becomes eligible for a rate reduction in the future, you will be notified via [Email/Mail].

If you have any questions regarding this policy, please contact our customer service team at [Phone Number] or visit [Website].

Sincerely,

[Sender Name]
[Title]
[Company Name]