

[Company Name]
[Department Name]
[Address Line 1]
[City, State, Zip Code]

[Date]

[Borrower Name]
[Borrower Address Line 1]
[City, State, Zip Code]

RE: Inquiry Regarding Loan Forbearance Qualification - Account #[Account Number]

Dear [Borrower Name],

Thank you for contacting us regarding your request for loan forbearance. We have received your inquiry; however, we are unable to determine your eligibility at this time due to insufficient documentation.

To proceed with a formal review of your account, please provide the following missing information:

- [Specify Document 1, e.g., Most recent pay stubs]
- [Specify Document 2, e.g., Bank statements for the last 60 days]
- [Specify Document 3, e.g., A signed hardship letter]
- [Specify Document 4, e.g., Completed Financial Profile Form]

Please submit these documents by [Due Date] to ensure your request is processed in a timely manner. You may send the documents via [Email Address], [Fax Number], or by mail to the address listed above.

Once we receive the complete documentation, we will review your file and notify you of our decision within [Number] business days. Please note that an inquiry does not guarantee approval, and you should continue to make your regularly scheduled payments until a forbearance agreement is officially signed.

If you have any questions, please contact our customer service department at [Phone Number].

Sincerely,

[Name/Signature]
[Title]
[Company Name]