[Date]

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

Subject: Response to Inquiry Regarding Unemployment Relief Loan Forbearance

Dear [Borrower Name],

Thank you for contacting us regarding your request for loan forbearance due to unemployment. We understand that this is a challenging time, and we are reviewing your eligibility for our Unemployment Relief Program.

To qualify for this forbearance, a borrower must typically meet the following criteria:

- Proof of active unemployment benefits or a letter of termination.
- The loan account must be in good standing or within a specific delinquency window at the time of the request.
- Evidence of active job search or registration with a state employment agency.

To process your inquiry and determine your specific qualification, please provide the following documents within [Number] days:

1. A copy of your most recent Unemployment Insurance (UI) statement.
2. A completed Hardship Assistance Application (attached).
3. [Additional Document, if applicable]

Once we receive these documents, we will review your file and notify you of our decision within [Number] business days. Please note that interest may continue to accrue on your principal balance during the forbearance period.

If you have any questions, please contact our Loss Mitigation Department at [Phone Number] or via email at [Email Address].

Sincerely,

[Name of Representative]
[Title]
[Company Name]