

[Date]

[Customer Name]

[Customer Address]

[City, State, Zip Code]

Subject: Rejection of Financial Hardship Application - Incomplete Documentation

Dear [Customer Name],

We have received your application for financial hardship assistance dated [Date]. After reviewing your submission, we are unable to process your request at this time because the evidence provided is incomplete.

To move forward with your assessment, we require the following missing information:

- [List missing document 1, e.g., Proof of Income]
- [List missing document 2, e.g., Recent Bank Statements]
- [List missing document 3, e.g., Medical Certificate]

Please provide the requested documentation by [Deadline Date]. If we do not receive these items by this date, your application will be closed, and our standard collection processes may resume.

You can submit the missing documents via [Email Address], through our online portal at [URL], or by mail to the address listed above.

If you have any questions or are experiencing difficulties obtaining this information, please contact our Hardship Support Team at [Phone Number].

Sincerely,

[Name/Department]

[Company Name]