

**Date:** [Date]

**Reference Number:** [Account/Case Number]

[Customer Name]

[Customer Address]

[City, State, Zip Code]

**Subject: Notification of Hardship Assistance Decline**

Dear [Customer Name],

We have completed the review of your request for hardship assistance regarding your account. After carefully evaluating the information provided, we regret to inform you that we are unable to approve your request at this time.

Your application was declined for the following reason:

**Unverified Income Loss:** We were unable to verify the reduction in income or financial hardship described in your application. The documentation provided did not sufficiently demonstrate a change in your financial circumstances as required by our assistance programs.

If you have additional documentation that supports your claim of income loss, such as recent pay stubs, tax returns, or a termination notice, you may submit them for a re-evaluation of your case.

Please note that this decision does not prevent you from applying for other assistance programs in the future should your circumstances change or should you obtain the necessary verification documents.

If you have any questions regarding this letter, please contact our customer service department at [Phone Number] or visit our website at [Website URL].

Sincerely,

[Name/Department]

[Company Name]