

[Company Name]  
[Address Line 1]  
[City, State, Zip Code]  
[Phone Number]  
[Date]

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

Re: Disaster Relief Payment Deferral Option - Account Number: [Account Number]

Dear [Customer Name],

We understand that you may be facing financial challenges due to the recent [Name of Disaster]. To support our customers during this difficult time, we are offering a Disaster Relief Payment Deferral option for your account.

### **What is a Payment Deferral?**

This option allows you to pause your monthly payments for a period of [Number of Months] months. During this deferral period, you will not be charged late fees, and your account will not be reported as delinquent to credit bureaus.

### **How It Works:**

- **Deferred Payments:** Your payments for [Start Month] through [End Month] will be moved to the end of your loan/contract term.
- **Interest:** [Option A: Interest will continue to accrue during the deferral period / Option B: Interest will be waived during the deferral period].
- **Resuming Payments:** Your regular monthly billing will resume on [Date of First Payment After Deferral].

### **How to Enroll:**

To accept this offer, please contact us by [Deadline Date] via one of the following methods:

- Call our relief team at [Phone Number].
- Log in to your account at [Website URL] and select "Disaster Relief."
- Reply to this letter by mail with your signature below.

If you have already made your payment or do not require assistance at this time, please disregard this notice.

Sincerely,

[Name/Department]  
[Company Name]

---

**Acceptance of Deferral:**

I wish to enroll in the Disaster Relief Payment Deferral plan as outlined above.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_