Jo Bloggs

850 Birchwood Boulevard

WA3 7QZ

Loan company

10 Loan Road

AB1 2CD

**Complaint by Borrower**

Dear Sir/Madam, Account Number: 123456

I am writing to make a complaint relating to a guarantor loan provided by you on the XXXXXXXX of £XXX.

Repaying the loan you provided has caused me further financial difficulty as I’ve needed to take further loans/fallen behind with bills/struggle each month after making the payment.

If you had completed sufficient checks, you would have found that I was in a difficult situation already and wouldn’t have been able to afford the repayments. E.g. I had missed payments to my other debts already. My income was low and its unlikely to have been able to cover all essentials and the repayment. I have been struggling with gambling that was evident on my bank statement. You didn’t ask for proof of my income our outgoings.

It should also have been evident upon completing your credit check that it was not affordable for me to pay the loan back, given the other credit repayments and balances you had access to.

It’s evident that the loan(s) provided should not have been granted and that it was unaffordable. Therefore, I request that you refund all interest and charges, including statutory interest and that you should remove any negative information from my credit file. [if paid off]

Therefore, I request that you remove the interest from the balance, so I don’t repay anymore than the amount borrowed, remove my guarantor and arrange a more affordable monthly payment to suit my situation. [if there’s still a balance]

Kind regards,

Jo Bloggs.