Your Name/Names

Your Address

Your Suburb, State and Postcode

Today’s Date

Name of Bank

Bank’s Address

Banks Suburb, State and Postcode

**Re: Loan for property located at Your Address**

To Whom It May Concern

I/we have been going through my/our paperwork in respect to the above-mentioned property and it has come to my/our attention that I/we may have been coerced into paying for an insurance policy – “mortgage insurance” – that does not protect me/us and that I/we have not received a copy of.

Accordingly, I/we hereby require you to provide me/us with the following within 14 days: a receipt for the mortgage insurance that I/we paid for, a copy of the mortgage insurance policy and a copy of the Product Disclosure Statement for that policy .

Should you fail to provide the above within the time frame stipulated, a formal complaint will be lodged with the Financial Ombudsman Service in respect to insurance fraud being committed by you.

I/we look forward to receiving your formal, written response forthwith.

Yours sincerely,

Your name/names