[Enter your Name and Address here]

[Enter your Creditors Name and Address here]

[Enter Date here]

Dear Sir/Madam

Account / Reference Number: [Enter Creditors Account / Reference Number here]

I write with reference to the above account. You have contacted me regarding the amount you claim is owed as a shortfall on the mortgage following the sale of my property.

I understand you are a member of The Council of Mortgage Lenders. As you will be aware, The Council of Mortgage Lenders has the following policy on obtaining repayment of shortfall debts. This applies to all Council of Mortgage Lenders members:

"Lenders are committed to fair and sympathetic treatment of people who have suffered repossession, and accept that individuals should not face long delays before lenders contact them to discuss repayment of the shortfall".

"From 11th February 2000 lenders who are members of The Council of Mortgage Lenders have agreed voluntarily that they will begin all recovery action for the shortfall within the first six years following the sale of a property in repossession. Anyone whose property was taken into possession and sold more than 6 years ago, and who has not been contacted by their lender about recovering any outstanding debt will not now be asked to pay the shortfall".

I would point out that the property in question was sold on [Enter Date here].

Also the first contact I had from you was by in writing on [Enter Date here].

I therefore suggest that under The Council of Mortgage Lenders policy my property was sold more than 6 years and I have not been contacted by you within that time. Therefore I should not be asked to pay any shortfall debt outstanding.

I would also point out that from 31st October 2004 the Financial Services Authority have issued "The

Mortgage Conduct of Business Rules" which say that if a lender decides to recover a mortgage shortfall debt they must make sure the borrower is informed of this within 6 years of the date of sale.

I look forward you as soon as possible in writing with regard your confirmation that any outstanding shortfall debt will not be pursued against me any further.

Yours faithfully

[Enter your Name here].