

Bank Communication – Financial Update & Request Template



This template is designed to help business owners maintain transparency and trust when communicating with their bank or lending provider during financial difficulty. It can also be used to request revised repayment terms or support.

1. Bank or Lender – Financial Update and Support Request

****Purpose:**** To update your bank on your current position and formally request support or flexibility.

****Email Template:****

Subject: Financial Update and Request for Support

Dear [Relationship Manager / Bank Contact],

I'm writing to provide an update on [Your Business Name] and to explore possible options for support during a period of financial pressure.

We have recently experienced [brief summary of issue: cashflow disruption, reduced sales, supply delays, etc.], which has placed a strain on our short-term liquidity. We are actively restructuring to stabilise the business and ensure continuity.

To assist this process, we are requesting [e.g., a temporary overdraft increase, repayment holiday, revised loan schedule] and would welcome a discussion about what may be available.

We are committed to resolving our position responsibly and believe that with the right short-term support, we can recover and return to stable trading.

Please let us know what information you require in order to assess our request. I'm happy to provide updated financials, forecasts, or speak by phone.

Thank you for your consideration.

Best regards,

[Your Name]

[Your Business]

[Contact Number]

2. Phone Script Guidance

- Be transparent about the situation
- Explain what actions are being taken
- Ask what support options are available (not just make demands)
- Offer to provide detailed financials and discuss a way forward
- Reaffirm commitment to the relationship and repayment