

Light and casual rejection

Subject: About Your Recent Claim

Hi [Recipient's Name],

We checked your claim from [date], and while we wish we could say yes, it doesn't quite fit within the coverage rules of your plan. That means we can't approve it this time.

We know that's not great news, but don't let this discourage you. If you'd like, you can double-check your policy details or send us more information, and we'll take another look.

We're here to help if you need clarification.

Cheers,

[Your Name]

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