

# Medical Emergency Goodwill Email

Subject: Goodwill Request - Account [Number] - Medical Hardship

Dear Customer Service Team,

I hope this message finds you well. I am reaching out with a humble request regarding my account and the impact of a recent medical emergency on my credit history.

In [Month/Year], I faced an unexpected medical crisis that required extensive treatment and recovery time. During this challenging period, I inadvertently missed payments on my account ending in [last 4 digits]. The stress and medical expenses created financial strain that I had never experienced before.

I have always valued my relationship with your company and have been a customer since [Year]. Now that I have recovered and stabilized my finances, I am working diligently to rebuild my credit standing. Would you consider removing the late payment marks as an act of goodwill during this difficult time in my life?

Your compassion would mean the world to me as I work toward financial recovery.

Warmest regards,

[Your Name]

**Get more templates here:** <https://www.lettersandtemplates.com/letters/goodwill-letter>