

Family Caregiver Goodwill Email

Subject: Compassionate Goodwill Request - Family Caregiving Situation

Dear Customer Care Team,

I am writing with a heavy heart to request your understanding and assistance regarding some late payments on my account during a very difficult period in my family's life.

Over the past year, I became the primary caregiver for my elderly mother who was diagnosed with Alzheimer's disease. The emotional and financial stress of managing her care while working full-time led to some oversights in my own financial obligations, including payments on account [Number].

Being a caregiver is one of life's greatest challenges, and I found myself struggling to balance everything. During this time, a few payments were late, which has impacted my credit score. Now that I have established a better care routine and support system, I am back on track financially.

I would be incredibly grateful if you could find it in your hearts to remove these late payment notations as an act of compassion for my family situation. Your kindness would help me during this continued difficult journey.

With sincere appreciation,

[Your Name]

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