

Cancellation due to financial difficulties

Subject: Request for Service Cancellation - Financial Hardship

Dear Customer Support,

I am reaching out regarding my internet service account #[Number] to request cancellation due to unexpected financial hardship. Recent circumstances including [job loss/medical expenses/family emergency] have made it impossible to continue my monthly service payments.

I have been a loyal customer for [Duration] and this decision is not made lightly. I am hoping we can work together to process this cancellation with minimal fees, considering my current financial situation.

My service address is [Address] and I can arrange equipment return at your earliest convenience. Please let me know what options might be available, including payment plans for any outstanding balance or hardship programs.

I would greatly appreciate your understanding and assistance during this difficult time. I hope to resume service when my financial situation improves.

Respectfully,

[Your Full Name]

[Date]

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