Letter declining client’s request

<date>

<client name>  
<client contact person>  
<client address>  
<client address>

<client email>

Dear <client contact person>,  
You have requested [we/I] provide information or issue a letter of support to <insert name of financing institution> (“the lender”). [We/I] are unable to do this as [we/I] have assessed it as an unreasonable risk to our practice and it is contrary to [our/my] professional association’s regulations.

<Tailor to the request and the level of assistance you will provide, if any>

[We/I] can assist you to collect, collate or prepare information that you provide to the lender but are unable to provide information or such a letter [ourselves/myself].

[We/I] regret that [we/I] are unable to assist you with this specific request but look forward to continuing to assist <you/your> business with other matters relating to <you/your business> in the future. Please find attached an information sheet that may assist you understand the reasons for [our/my] decision.

Yours sincerely,

**<name of accountant>**<name of accounting practice>  
<phone number>  
<email address>