Your Name

Address | Telephone | Email

Date

CBA send via email

To Whom It May Concern:

*Re: Default to XXX for $500*

*I can confirm that in May 2017 I purchased a mobile phone through Telstra however one week later the phone malfunctioned and I returned it to the store. I asked for the plan to be cancelled. The staff however did not cancel the plan and the bills continue to be sent to me for a phone that was not in use.*

*This case was escalated and Telstra lodged a default on my credit file, however I am currently pursuing this further with the Telecommunications Ombudsman. Evidence has been included for your reference. I am aware of the serious nature of a credit agreement and will ensure every effort is made to make payments on time for my home loan. Please do not hesitate to contact me on XXXX should you require any further information.*

*Regards,*

*(SIGN)*

Your Name