

Original	Rewrite
<p>Subject: Getting back to you</p>	<p>Subject: Getting back to you</p>
<p>Hi {{ticket.requester.first_name}},</p> <p>Thank you for contacting us. It looks like you recently checked your rate either at COMPANY or one of our partner websites like PARTNER 1, PARTNER 2, or PARTNER 3. When you check your rate on one of those sites, it starts an application that lets you see if any offers match your credit profile. We're sorry to say that it looks like there were no offers for you at this time, which is why we sent you an Adverse Action notice on <b>Month XX, XXXX</b>. That notice has the specific reasons why we weren't able to give you an offer right now.</p> <p>The good news is that checking your rate does <b>not</b> affect your credit score, and you're always welcome to check your rate with us again in the future. Your credit profile can change every 30 days, so you may get a different outcome next time.</p> <p>If you believe that you're a victim of identity theft and someone fraudulently applied for a loan through COMPANY in your name, we recommend that you contact the three credit bureaus: TransUnion, Equifax, and Experian. If you have further questions, we'll be happy to see how we can help.</p> <p>All the best, COMPANY support</p> <p>—</p> <p>Here are some articles you may want to check out:</p> <ul style="list-style-type: none"> <li>* <a href="#">If you are declined</a></li> <li>* <a href="#">Being declined doesn't hurt your credit score</a></li> <li>* <a href="#">Terms in your Adverse Action notice</a></li> </ul>	<p>Hi {{ticket.requester.first_name}},</p> <p>Thanks for taking the time to complete your application for a personal loan through COMPANY. It looks like you recently checked your rate either at COMPANY or one of our partner websites like PARTNER 1, PARTNER 2, or PARTNER 3. When you check your rate on those sites, it starts an application that lets you see if any offers match your credit profile. We're sorry to say that it looks like there were no offers for you at this time, which is why we sent you an Adverse Action notice on <b>Month XX, XXXX</b>.</p> <p>We understand it took time and energy to complete the application, so we want to explain why you didn't qualify right now. Please <a href="#">sign in</a> to your account, where you can find the Adverse Action notice, which lists the reasons we were unable to extend you an offer. The right side of the Adverse Action notice lists other lending partners that may be able to help you meet your financial goals. You'll also receive an email from another lending partner, inviting you to apply for a loan.</p> <p>The good news is that checking your rate does <b>not</b> affect your credit score, and you're always welcome to check your rate with us again in the future. Your credit profile can change every 30 days, so you may get a different outcome next time.</p> <p>If you believe that you're a victim of identity theft and someone fraudulently applied for a loan through COMPANY in your name, we recommend that you contact the three credit bureaus: TransUnion, Equifax, and Experian. If you have further questions, we'll be happy to see how we can help.</p> <p>All the best, COMPANY support</p> <p>---</p> <p>Skip the wait! Find solutions and answers any time in our <a href="#">Help Center</a>. Here are some articles you may want to check out:</p> <ul style="list-style-type: none"> <li>* <a href="#">If you are declined</a></li> <li>* <a href="#">Being declined doesn't hurt your credit score</a></li> <li>* <a href="#">Terms in your Adverse Action notice</a></li> </ul>