

Loan Settlement Call Notes Sheet

A single place to capture an official settlement quote, its expiry date, fees, payment instructions and closure evidence. Complete it during the call or secure-message exchange.

Call detail	Record

Quote breakdown

Item	Amount	Confirmed by

Questions answered

☐ The settlement figure clears the account in full.

Notes: _____

☐ All interest, rebate, fees and charges are included.	Notes: _____
☐ The date by which cleared funds must arrive is recorded.	Notes: _____
☐ The payment reference and destination account are verified.	Notes: _____
☐ The expected closure letter or statement timescale is recorded.	Notes: _____
☐ Any impact on a linked direct debit has been explained.	Notes: _____

Post-payment record

Payment date	Amount	Reference	Closure confirmed on