Request information on cancellation fees

Subject: Information request - cancellation fees and terms

Hello,

Before deciding about my policy [reference], I would like to know the consequences of a possible cancellation on [proposed date].

Could you specify in writing:
- the applicable fees or deductions and how they are calculated;
- the balance payable or possible refund;
- the applicable steps, documents and time frames;
- the date until which the amounts communicated remain valid?

IMPORTANT: this is solely an information request. I am not asking you to cancel, suspend or change my policy. Any possible instruction would be made in a separate step.

Thank you,
[Name]
[Date]
[Preferred reply method]