

[Your Company Name]
[Address Line 1]
[Address Line 2]
[Phone Number]
[Date]

[Customer Name]
[Customer Address]
[City, State, Zip Code]

RE: Notice of Broken Payment Arrangement - Account #[Account Number]

Dear [Customer Name],

This letter is to inform you that we have not received the payment scheduled for [Date Payment Was Due] in the amount of \$[Amount Due].

As per our previous agreement dated [Date of Agreement], your account was placed on a specific payment plan to resolve your delinquent balance. Because this payment was missed, your account is now considered in default of that arrangement.

To avoid further collection actions or the potential cancellation of your services, please submit the missing payment immediately. You can make a payment through the following methods:

- Online at: [Website URL]
- By phone: [Phone Number]
- By mail to the address listed above.

If you are experiencing financial difficulties, please contact our billing department at [Phone Number] today so we can discuss any available options. Otherwise, we expect the balance to be brought current within [Number] days of this notice.

If you have already sent your payment, please disregard this letter.

Sincerely,

[Your Name/Department]
[Your Company Name]