

[Your Company Name]
[Your Address]
[City, State, Zip Code]
[Phone Number]

[Date]

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

RE: UNFULFILLED PAYMENT PROMISE - ACCOUNT #[Account Number]

Dear [Customer Name],

We are writing to express our concern regarding your overdue account balance of \$[Amount].

On [Date of Promise], you spoke with [Name of Representative] and promised that a payment of \$[Amount] would be received by our office no later than [Due Date]. As of today, we have not received this payment, and we have not heard from you regarding this delay.

We have extended every professional courtesy to help you resolve this debt. However, your failure to honor the agreed-upon payment arrangement has left your account in serious default.

Please remit the full balance of \$[Total Balance] immediately to avoid further collection action. You can make your payment via [Payment Method/Website] or by calling our office at [Phone Number].

If there is a valid reason for this delay, please contact us by [Time/Date] to discuss your account. Otherwise, we expect your payment by return mail.

Sincerely,

[Your Name/Signature]
[Your Title]
[Your Company Name]