

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

[Date]

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

Subject: Notice of Unpaid Balance - [Software Name] Subscription

Dear [Customer Name],

This letter is to inform you that we have been unsuccessful in processing the payment for your [Software Name] subscription. Our records indicate that an outstanding balance of \$[Amount] remains unpaid for the billing period starting [Date].

Despite previous automated notifications regarding the failed transaction, we have not received the required payment or updated billing information. As a result, your account is currently [Past Due / Suspended].

Account Details:

Account Number: [Account Number]
Invoice Number: [Invoice Number]
Total Amount Due: \$[Amount]
Due Date: [Original Due Date]

Please log in to your account dashboard at [Website URL] to update your payment method and settle the outstanding balance. Alternatively, you may contact our billing department directly at [Phone Number] to make a payment over the phone.

If payment is not received by [Date], we may be forced to permanently terminate your access to the software and refer this matter to an external collection agency.

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

Sincerely,

[Your Name/Department Name]
[Your Company Name]