

[Date]

[Customer Name]

[Customer Address]

[City, State, Zip Code]

Subject: Important: Payment Transaction Failure for Account [Account Number]

Dear [Customer Name],

We are writing to inform you that we were unable to process your recent credit card payment of \$[Amount] on [Transaction Date].

Our records indicate that the transaction was declined by your financial institution. This may be due to an expired card, a change in billing address, or insufficient funds. As a result, your balance of \$[Amount] remains outstanding.

To ensure your service remains uninterrupted, please update your payment information or provide an alternative payment method by [Due Date]. You can update your details by:

- Logging into your account at [Website URL]
- Calling our billing department at [Phone Number]

If you have already updated your information or made this payment, please disregard this notice.

Thank you for your prompt attention to this matter.

Sincerely,

[Your Name/Company Name]

[Department Name]

[Contact Information]