

[Date]

[Customer Name]

[Customer Address]

[City, State, Zip Code]

Subject: Urgent: Payment Processing Issue for Account [Account Number]

Dear [Customer Name],

We are contacting you to inform you that our initial attempt to process your recent payment using the credit card on file was unsuccessful.

**Transaction Details:**

Date of Attempt: [Date]

Amount: [Amount]

Card Ending In: [Last 4 Digits]

Common reasons for this occurrence include expired card information, a change in billing address, or a temporary hold by your financial institution. No action has been taken against your account yet, but we do require updated payment information to maintain your service/subscription without interruption.

Please log in to your account at [Website URL] to update your payment details, or contact our billing department at [Phone Number] during business hours.

We will attempt to process the payment again on [Date of next attempt].

Thank you for your prompt attention to this matter.

Sincerely,

[Your Name/Department]

[Company Name]