

[Date]

[Customer Name]

[Customer Address]

[City, State, Zip Code]

Subject: Important Notice Regarding Your Payment for Account [Account Number]

Dear [Customer Name],

We are writing to inform you that we were unable to process the recent credit card payment for your account on [Date of Attempted Transaction].

Transaction Details:

Amount: [Transaction Amount]

Card Ending In: [Last 4 Digits of Card]

The transaction was declined by your financial institution. As a result, your balance remains unpaid. To avoid any interruption in service or late fees, please update your payment information or provide an alternative payment method by [Deadline 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 resolved this issue or made a payment recently, please disregard this notice.

Thank you for your prompt attention to this matter.

Sincerely,

[Your Name/Department Name]

[Company Name]