

[Your Company Name]
[Your Address]
[City, State, Zip Code]
[Date]

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

Subject: Important Information Regarding Your [Subscription Name] Subscription

Dear [Customer Name],

We are writing to you because we were unable to process the payment for your recent subscription renewal on [Date].

We value your membership and want to ensure you continue to have uninterrupted access to all the benefits of [Subscription Name]. It is possible that your credit card has expired or the billing information on file needs to be updated.

Outstanding Balance: \$[Amount Due]

To keep your account active, please log in to your account portal at [Link to Account Settings] to update your payment details. Once the information is updated, our system will automatically attempt to process the payment.

If you have already made this payment, please disregard this notice.

If you are experiencing any difficulties or have questions regarding your bill, please reply to this email or contact our support team at [Phone Number]. We are here to help.

Thank you for being a loyal subscriber.

Best regards,

[Your Name/Department]
[Your Company Name]