

Subject: Follow-up regarding your account status - [Account Number]

Dear [Customer Name],

I hope this email finds you well.

I am writing to you as a friendly follow-up regarding the current status of your account. According to our records, there is an outstanding balance of [Amount] which was due on [Due Date].

We understand that life gets busy and this may have simply slipped your mind. If you have already sent the payment, please disregard this message.

If you haven't had a chance to settle the balance yet, you can make a payment through the following methods:

- Online portal: [Link]
- Phone: [Phone Number]
- Bank Transfer: [Details]

If you are experiencing any difficulties or have questions regarding this statement, please reach out to us. We are happy to work with you to find a solution.

Thank you for your prompt attention to this matter and for being a valued customer.

Best regards,

[Your Name]
[Your Title]
[Company Name]