

Date: [Insert Date]

[Customer Name]

[Customer Address]

[City, State, Zip Code]

RE: NOTICE OF BROKEN PAYMENT COMMITMENT - ACCOUNT [Account Number]

Dear [Customer Name],

This letter is to formally notify you that we have not received the payment of \$[Amount] that was promised by [Agreed Date].

As you have failed to honor the payment arrangement made on [Date of Agreement], your account has now been escalated to our [Collections Department/Senior Management] for further action. This breach of commitment may result in the following:

- Immediate suspension of services or credit privileges.
- Report of delinquency to credit bureaus.
- Referral of the balance to a third-party collection agency.
- Potential legal action to recover the outstanding debt.

To prevent these actions, you must submit the full past-due balance of \$[Total Amount Owed] by [Deadline Date].

Payments can be made via [Insert Payment Method/Link]. If you have already sent your payment, please contact us immediately at [Phone Number] with the transaction details so we can update your status.

We expect your immediate attention to this matter.

Sincerely,

[Your Name/Department]

[Company Name]

[Contact Information]