

Date: [Insert Date]

To: [Customer Name]

Address: [Customer Address]

Account Number: [Insert Account Number]

**Subject: NOTICE OF ACCOUNT SUSPENSION - BROKEN PAYMENT PROMISE**

Dear [Customer Name],

We are writing to inform you that your account access has been officially suspended, effective immediately.

This action has been taken because we did not receive the payment of [Amount Due] that you promised to make by [Agreed Upon Date]. Despite our previous communication and your commitment to clear the outstanding balance, the funds have not been credited to your account.

To restore your services and reactivate your account, you must pay the total overdue balance of [Total Outstanding Amount] immediately.

You can make a payment via the following methods:

- Online Portal: [Insert Link]
- Phone: [Insert Phone Number]
- Bank Transfer: [Insert Details]

If payment is not received within [Number] days of this notice, your account may be referred to an external collection agency, which could impact your credit rating.

If you have already made this payment, please contact our billing department at [Phone Number] or [Email Address] with your transaction receipt so we can update your records.

Sincerely,

[Your Name/Department]

[Company Name]