

Date: [Insert Date]

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

Re: Account Number [Insert Account Number]

**URGENT: ACTION REQUIRED REGARDING BROKEN PROMISE TO PAY**

Dear [Customer Name],

We are contacting you because we did not receive the payment of \$[Amount] that you scheduled for [Date]. This payment was part of your commitment to bring your account current.

Because the payment was not received, your account is now considered in default. To prevent further collection actions or a negative impact on your credit rating, you must take immediate action.

Please remit the full past-due balance of \$[Total Past Due Amount] by [Deadline Date].

**Payment Options:**

- Online: [Insert Website Link]
- Phone: [Insert Phone Number]
- Mail: [Insert Mailing Address]

If you have already sent your payment, please disregard this notice. If you are experiencing extreme financial hardship, please contact our billing department immediately at [Phone Number] to discuss your options.

Failure to respond to this letter may result in the suspension of services and/or the referral of your account to an external collection agency.

Sincerely,

[Your Name/Department]  
[Company Name]