

[Your Company Name]  
[Your Address]  
[City, State, Zip Code]  
[Phone Number]

[Date]

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

**RE: Notice of Failed Promise to Pay - 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 [Date]. As a result, your account remains delinquent and is now in default of our recent payment agreement.

We granted an extension based on your assurance that the balance would be settled. Because this commitment was not met, your account is now subject to further collection actions, which may include:

- Suspension of services or credit privileges
- Reporting the delinquency to credit bureaus
- Referral to an outside collection agency

To prevent these actions, please submit the full past-due amount of \$[Amount] immediately. You can make a payment via [Payment Method/Website] or by calling us at [Phone Number].

If you have already sent your payment, please disregard this notice.

Sincerely,

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