

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

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

**RE: URGENT - BROKEN PAYMENT PROMISE - Account #[Account Number]**

Dear [Recipient Name],

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

Because you have failed to honor our previous payment arrangement, your account is now considered seriously delinquent. We have attempted to resolve this matter amicably, but your failure to follow through on your commitment requires immediate action.

To prevent further escalation, we require payment in full by [New Deadline Date]. You can make your payment via [Payment Method/Portal Link].

Failure to receive these funds by the date specified will leave us with no choice but to take further action, which may include:

- Suspending your services/account immediately.
- Referring your account to a third-party collection agency.
- Reporting the delinquency to credit bureaus.

Please contact our billing department at [Phone Number] immediately to confirm your payment or to discuss this matter if there has been a mistake.

We expect your prompt attention to this urgent matter.

Sincerely,

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