

**Date:** [Date]

**To:** [Customer Name]  
[Customer Address]  
[City, State, Zip Code]

**Subject: Payment Processing Issue - Signature Irregularity**

Dear [Customer Name],

We are writing to inform you that we were unable to process your recent payment of [Amount] for [Invoice/Account Number].

Our financial department flagged the payment because the signature provided on the [Check/Authorization Form] does not match the signature we have on file. For your security and to prevent unauthorized transactions, the payment has been suspended.

**Required Action:**

To resolve this matter and maintain your account in good standing, please complete one of the following actions by [Due Date]:

- Submit a new payment with a verified signature.
- Provide a copy of a valid government-issued ID to verify the current signature.
- Log in to your online portal at [URL] to complete the payment electronically.

Please note that failure to resolve this issue may result in late fees or a disruption of services. If you believe this notification is in error, please contact our billing department immediately at [Phone Number].

Thank you for your prompt attention to this matter.

Sincerely,

[Your Name/Department]  
[Company Name]  
[Contact Information]