

[Agency Name]  
[Agency Address]  
[City, State, Zip Code]  
[Date]

[Client Name]  
[Client Company]  
[Client Address]

Subject: Important Update Regarding Your Account - [Invoice Number]

Dear [Client Name],

We value the partnership we have built with [Client Company] and remain committed to supporting your business goals. We are reaching out because we noticed that the payment for invoice [Invoice Number], which was due on [Due Date], has not yet been received.

We understand that businesses sometimes face temporary cash flow fluctuations or administrative delays. Because we prioritize our long-term relationship with you, we are granting a formal **[Number of Days, e.g., 14-day] grace period** starting from today.

During this grace period:

- Your services will remain fully active and uninterrupted.
- No late fees or interest penalties will be applied.
- Our team will continue working on your current projects as scheduled.

To take advantage of this extension, please ensure that payment is settled by [New Extension Date]. You can complete the payment via [Insert Payment Method/Link].

If there are specific circumstances preventing payment at this time, please contact us directly. We are open to discussing a temporary payment plan to ensure we can continue our collaboration without disruption.

Thank you for your continued trust in our agency.

Best regards,

[Your Name]  
[Your Title]  
[Agency Name]