

Date: [Insert Date]

Subject: IMPORTANT: Failed Auto-Pay Bank Withdrawal for Account [Insert Account Number]

Dear [Customer Name],

This letter is to inform you that our recent attempt to withdraw your scheduled auto-pay payment of \$[Amount] on [Date] was declined by your financial institution.

Reason for failure: [Insert Reason, e.g., Insufficient Funds/Incorrect Account Details]

To avoid service interruptions or late fees, please take the following actions immediately:

- Verify that your banking information is correct.
- Ensure sufficient funds are available in your account.
- Make a manual payment through our online portal or by calling our customer service line.

A late fee of \$[Amount] may be applied to your account if payment is not received by [Date].

If you have already resolved this issue or made a manual payment, please disregard this notice.

If you have any questions, please contact our billing department at [Phone Number] or email us at [Email Address].

Sincerely,

[Your Name/Company Name]
[Department Name]
[Website Address]