

[Date]

[Client Name]

[Client Address]

[City, State, Zip Code]

Subject: Notification of Declined Payment - Initial Retainer Fee

Dear [Client Name],

We are writing to inform you that the credit card provided for the payment of your initial retainer fee in the amount of \$[Amount] was declined by your financial institution on [Date].

As a result, we have not yet received the funds necessary to establish your retainer account. Please be advised that work on your matter, [Case Name/Reference Number], cannot commence until the initial retainer has been paid in full and the funds have cleared.

To resolve this matter and proceed with your representation, please provide an alternative method of payment or contact your bank to authorize the transaction. You may update your payment information by:

- Calling our office at [Phone Number]
- Using our secure online payment portal at [URL]
- Visiting our office in person

If we do not receive the retainer payment by [Date], we will assume you no longer wish to move forward with our services and will close your file.

Thank you for your prompt attention to this matter.

Sincerely,

[Your Name/Firm Name]

[Title]

[Contact Information]