

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

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

**Subject: Notification of Declined Payment - Account #[Account Number]**

Dear [Customer Name],

This letter is to inform you that the scheduled installment payment for your payment plan was declined by your financial institution on [Date].

**Transaction Details:**

Date of Attempt: [Date]  
Amount: \$[Amount]  
Payment Method: [Credit Card Type ending in XXXX]

Due to the declined transaction, your account is currently past due. To keep your payment plan active and avoid potential late fees or service interruptions, please update your payment information or provide an alternative method of payment as soon as possible.

You can resolve this balance by:

1. Logging into your online account at [Website URL].
2. Calling our billing department at [Phone Number].
3. Mailing a check or money order to the address listed above.

If you have already made a payment or believe this notice was sent in error, please disregard this letter or contact us to verify your account status.

Thank you for your prompt attention to this matter.

Sincerely,

[Your Name/Department]  
[Your Company Name]