

[Date]

[Customer Name]

[Customer Address]

[City, State, Zip Code]

Subject: Urgent: Payment Issue for Order #[Order Number]

Dear [Customer Name],

We are writing to inform you that we were unable to process the payment for your recent order using the credit card on file. Your financial institution declined the transaction with the following card ending in: [Last 4 Digits of Card].

To avoid any delays in shipping your order or a disruption in your service, we kindly request that you provide an alternative method of payment as soon as possible.

You can update your payment details by:

- Logging into your account at [Website Link] and selecting "Payment Methods."
- Calling our billing department at [Phone Number] to provide information over the phone.
- Using an alternative method such as [PayPal/Bank Transfer/etc.].

If you have already resolved this issue with your bank, please let us know so we can attempt to process the charge again.

Thank you for your prompt attention to this matter.

Sincerely,

[Your Name/Company Name]

[Department]

[Contact Information]