

[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 we attempted to process the scheduled payment for your account on [Date] in the amount of \$[Amount]. Unfortunately, your credit card ending in [Last 4 Digits] was declined by the issuing bank.

As a result, your account is now considered past due. To avoid any potential service interruptions or late fees, we request that you update your payment information and settle the outstanding balance as soon as possible.

You can resolve this balance by:

- Logging into your online portal at [URL]
- Calling our billing department at [Phone Number]
- Providing an alternative payment method

If you have already made a payment or believe this is an error, please contact us immediately so we can update your records.

Thank you for your prompt attention to this matter.

Sincerely,

[Your Name/Department]

[Company Name]

[Contact Information]