

[Date]

[Customer Name]

[Customer Address]

[City, State, Zip Code]

Subject: Payment Declined - Document Preparation Fee

Dear [Customer Name],

We are writing to inform you that the credit card transaction for your document preparation fee in the amount of \$[Amount] was declined by your financial institution.

Transaction Details:

Date of Attempt: [Date]

Card Ending In: [Last 4 Digits]

As a result, we have not yet begun the processing of your documents. To avoid any delays in your filing or application, please provide an alternative method of payment as soon as possible.

You may resolve this balance by:

- Calling our office at [Phone Number] to provide new card information.
- Using our online payment portal at [URL].
- Mailing a check or money order to the address listed above.

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

Sincerely,

[Your Name/Company Name]

[Billing Department]

[Contact Email]