

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

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

Subject: Notification of Declined Payment - Action Required

Dear [Customer Name],

We are writing to inform you that your recent payment for invoice #[Invoice Number] in the amount of \$[Amount] was declined by your financial institution.

As a result, your account is currently past due. To avoid any interruption in your service, please update your billing information and submit payment as soon as possible.

Common reasons for declined payments include:

- Expired credit card
- Incorrect billing address
- Insufficient funds
- Updated card security codes (CVV)

How to update your information:

Please log in to your account at [Website URL] and navigate to the "Billing" or "Payment Methods" section to provide valid payment details. Alternatively, you may contact our billing department at [Phone Number].

If you have already made this payment, please disregard this notice. If you believe this notification was sent in error, please contact us immediately.

Thank you for your prompt attention to this matter.

Sincerely,

[Your Name/Department]
[Your Company Name]