

June 12, 2014

Contact Name
Address
Address2
City, State/Province
Zip/Postal Code

OBJECT: REQUEST FOR INFORMATION/PAYMENT

Dear [CONTACT NAME],

I consider it my obligation to our customers to investigate all cases where business relationships have been terminated or an overdue account exists.

Our credit department has called my attention to their repeated communications to you about your unpaid balance of [AMOUNT]. Although we are concerned with payment, we are equally concerned about retaining you as a valued customer. If for some reason you cannot make full payment on this account, would you please tell me about it with a short note on the back of this letter, returning it to me personally? Certainly, if you wish to propose installment payments, I will give this every consideration.

Sincerely,

Your name
Your title
(800) 123-4567
youremail@yourcompany.com