

June 12, 2014

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

OBJECT: CREDIT EXTENSION TO PAST DUE PREFERRED CUSTOMER

Dear [CONTACT NAME],

Our credit department has notified me that your account is past due. You are one of our preferred customers and therefore we want to offer any assistance we can. We know that most overdue balances result from clerical errors. However, should you require additional time to settle your balance, please feel free to give us a call. I will see to it that you are granted an additional [NUMBER] days in which to pay your account balance.

We value your business, and sincerely hope that this gesture will be of some help. Thank you for your kind consideration, and we look forward to seeing you soon.

Sincerely,

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