[DATE]

Contact Name

Address

Address2

Country

City /Province

Postal Code

**RE: REQUEST FOR EXPLANATION/PAYMENT**

Dear [CLIENT NAME],

It is our duty to look into all instances where an overdue account exists, or a business relationship has ended.

We have been informed by our credit department that they have contacted you several times with regards to your unpaid balance of [AMOUNT]. You are a valued customer and in addition to the payment itself, it is important to us that we keep you as a customer. If there is a reason why the full balance on this account cannot be paid, please let us know what the problem is. Please inform us with a short note on the back of this letter. If it would be more comfortable for you to pay in instalments, we are willing to consider it.

We look forward to hearing from you soon.

Kind regards,

[NAME]

[TITLE]

[CONTACT NUMBER]

[COMPANY EMAIL]