[DATE]

Contact Name

Address

Address2

Country

City /Province

Postal Code

**RE: REQUEST TO SEEK ASSISTANCE OF CREDIT MANAGER ON PAST DUE ACCOUNT**

Dear [CONTACT NAME],

Our companies have worked with each other for many years and we feel that our relationship should be one characterised by trust and respect. As a result, we are unsure as to why we are yet to receive any response to our reminders regarding your account that has fallen severely behind.

We do not want this to jeopardise our relationship and we would like you to know that we are more than willing to help if there is a problem.

The purpose of this letter is not to request payment, but to encourage you to reach out to our credit manager is assistance is required.

We sincerely hope to hear from you.

Kind regards,

[NAME]

[TITLE]

[CONTACT NUMBER]

[COMPANY EMAIL]