Date

To

[Recipient Name]

Company Name

Street Address City, ST ZIP Code

Subject: **Pending payment reminder**

Dear [Recipient Name]:

Your consignment was delivered to you on 20th December 2019. According to our records, you have still not made the payment amounting to $495/-. This is a reminder that your payment is overdue. We request you to clear your dues within this week. The payment details are attached to the bill.

As per the company’s policy, customers are supposed to make their due payments no later than 10 days after they receive their delivery. During this period of 10 days, clients can report to us in case of any defects or other problems with the delivered items. We support a policy of complete customer satisfaction. Therefore, we allow the exchange and return of defective goods within 10 days. However, in your case, it has been 15 days since the delivery and we have still not heard from you. Kindly inform us if there is any problem with the consignment which has subsequently caused you to hold up our payment.

Since you are one of our valued clients, we would like to know what has caused the delay in the payment so that we may help you out. Kindly email us at 123@customercare.com or call us at 123456. Our customer care representative is available from 9 am to 6 pm.

In case you have already made the due payment before receiving this letter, kindly disregard this reminder.

We would like to thank you for doing business with us. 123 Company expects to maintain a long-term business relationship with you in future.

Sincerely,

[Your Name]

Street Address City, ST ZIP Code

Phone

Email

Enclosure