Date

To

Recipient Name

Street Address, City, ST ZIP Code

Hello [Prospect name],

This is in response to your request for arranging an alternate payment plan to help you clear your overdue bill. We appreciate you for confiding in us about your financial issues. Since you are one of our valuable clients, we sympathize with your situation and wish to assist you as much as the company's policies allow us to.

Your request has been forwarded to the higher management and is currently being reviewed. The management will come up with a flexible payment plan suitable for you. We will notify you as soon as the authorities find an appropriate solution for your case. However, you are obliged to make the full payment in all cases. There will be no reduction in the total bill as per our policies and rules. Therefore, you must clear your total bill which equals $500.

Thank you for doing business with us. Kindly contact us in case of any queries.

Regards,  
Your name