

Payment Resolution Engagement Letter

Date: [Insert Date]

Dear [Customer Name],

We hope this message finds you well. We are reaching out regarding the outstanding payment associated with your account, number [Account Number]. Our records indicate that a balance of [Amount Due] is currently past due.

We understand that situations arise that may impact timely payments, and we are here to assist you in resolving this matter. We encourage you to contact us at your earliest convenience to discuss your account and any payment difficulties you may be experiencing.

Please feel free to reach out to our customer service team at [Phone Number] or [Email Address]. We are committed to working with you to find a mutually agreeable solution.

Thank you for your attention to this matter. We look forward to your prompt response.

Sincerely,

[Your Name]

[Your Job Title]

[Your Company Name]

[Company Contact Information]