

Dear Valued Customer,

We hope this message finds you well. We are writing to inform you of an important update to our collection fee policy that will take effect on [Effective Date].

Policy Update Details

In order to continue providing quality services while managing our operational costs, we have made some adjustments to our collection fee structure. The key changes include:

- Increased collection fees for late payments to ensure timely processing.
- Introduction of a tiered fee system based on the duration of the overdue balance.
- Flexible payment arrangements to assist customers facing financial difficulties.

What This Means for You

We encourage you to review your current account and ensure that all payments are made on time to avoid any additional fees. If you have any questions or need assistance, please do not hesitate to contact our customer service team at [Customer Service Phone Number] or [Customer Service Email].

Thank You for Your Understanding

We appreciate your continued support and understanding as we implement this necessary update. Thank you for being a valued customer.

Sincerely,

[Your Company Name]

[Your Name]

[Your Position]