

Dear [Recipient's Name],

I hope this message finds you well. I am writing to bring to your attention that we have not yet received your payment of [amount] which was due on [due date]. As a valued customer, we understand that oversights can happen, and we want to ensure that everything is alright on your end.

If you have already sent the payment, please disregard this notice. Otherwise, we kindly ask that you settle the outstanding balance at your earliest convenience to avoid any late fees or service interruptions.

If you are facing any issues that may delay the payment, please do not hesitate to reach out to us. We are here to help and can discuss potential arrangements.

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

Sincerely,

[Your Name]

[Your Title]

[Your Company]

[Contact Information]