

Subject: Update on Your Payment Status

Dear [Customer's Name],

I hope this message finds you well. I wanted to reach out regarding your recent payment for [Invoice Number or Service/Product Name], which was due on [Due Date].

As of today, our records indicate that we have not yet received the payment. We understand that sometimes unforeseen circumstances can cause delays, and we want to assist you in any way we can.

If you have already sent the payment, please disregard this message.

Otherwise, we kindly ask that you take a moment to check on the status.

If you require any assistance or wish to discuss this matter further, please do not hesitate to contact us.

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

Best regards,

[Your Name]

[Your Position]

[Your Company]

[Your Contact Information]