

[Your Company Letterhead]

[Date]

[Customer's Name]

[Customer's Address]

[City, State, ZIP Code]

Dear [Customer's Name],

Subject: Assistance Available for Your Account

We hope this message finds you well. At [Your Company Name], we understand that circumstances can sometimes present challenges. We are reaching out to you because we value your relationship with us and want to support you during this time.

If you are experiencing difficulties that may impact your ability to manage your account, we want to remind you that assistance is available. We offer various resources and programs designed to help customers such as yourself. These may include:

1. Payment Plans
2. Temporary Suspension of Services
3. Financial Counseling Services
4. Customized Solutions Based on Your Needs

Please do not hesitate to reach out to our dedicated support team at [support phone number] or [support email address]. We are here to listen and work with you to find a solution that best meets your needs.

Thank you for being a valued customer. We look forward to assisting you.

Sincerely,

[Your Name]

[Your Title]

[Your Company Name]

[Your Phone Number]

[Your Email Address]