[DATE]

Contact Name

Address

Address2

Country

City /Province

Postal Code

**RE: INVESTIGATION INTO PENDING ORDER RELEASE COLLECTION**

Dear [CLIENT NAME],

We thoroughly enjoyed talking to you again on [DAY]. As we mentioned on the phone, your "pending" order has been released on our terms of net [NUMBER] days, with payment expected before [NUMBER] days from the date of the invoice. We hope these new terms will be to your convenience.

We will ensure that your account will be updated to reflect the new changes.

Your honesty is appreciated and we anticipate continuing to serve you in the future.

Kind regards,

[NAME]

[TITLE]

[CONTACT NUMBER]

[COMPANY EMAIL]