[DATE]

Contact Name

Address

Address2

Country

City /Province

Postal Code

**RE: REQUEST FOR TRANSPARENCY REGARDING ACCOUNT**

Dear [CLIENT NAME],

As we have been doing business together for a long time we are confused as to why you have ignored our notices regarding your account that is severely in arrears.

We want you to know that we are here to help in any way we can but we require communication from you so that our relationship may be maintained.

The purpose of this letter is not to request payment but simply to urge you to contact us.

Please do not hesitate to contact us if you have any questions or concerns.

Kind regards,

[NAME]

[TITLE]

[CONTACT NUMBER]

[COMPANY EMAIL]

[IF SENT BY EMAIL YOU MAY INCLUDE THIS NOTICE]

This email is intended only for the person to whom it is addressed and/or otherwise authorised persons. The information contained is confidential and the property of [SENDER]. If you are not the intended recipient, please be advised that viewing this message and any attachments, as well as copying, forwarding, printing, and disseminating any information related to this email is prohibited, and that you should not take any action based on the content of this email and/or its attachments. If you received this message in error, please contact the sender and destroy all copies of this email and any attachment. Please note that the views and opinions expressed herein are solely those of the author and do not necessarily reflect those of the company. While antivirus protection tools have been employed, you should check this email and attachments for the presence of viruses. No warranties or assurances are made *in re*lation to the safety and content of this email and attachments. [SENDER] accepts no liability for any damage caused by any virus transmitted by or contained in this email and attachments. No liability is accepted for any consequences arising from this email.