

Polite and empathetic approach

Dear [Debtor Name],

We hope this message finds you well. We noticed that your payment of [Amount Owed] for [Invoice Number] is overdue. We understand that situations can arise that delay payments.

Please contact us if you are experiencing difficulties so we can discuss a suitable arrangement. We would like to resolve this matter amicably and maintain our business relationship.

Kind regards,

[Your Name]

[Company Name]

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