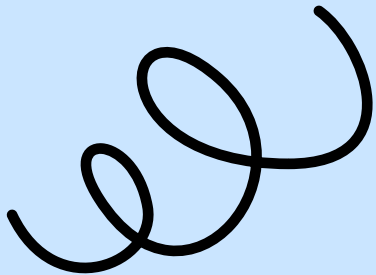


# Toolkit template

Chasing a   
late payment

# Gentle reminder

## **2-5 days** before the due date

Subject: [your name] - [invoice number]

---

Dear [client name],

Hope you're doing well.

I'm getting in touch regarding the following invoice:

[invoice number] / [invoice balance]

A quick reminder that it's due for payment on [invoice due date]. Could let me know if a date has been scheduled for payment?

I've reattached a copy of the invoice for you.

Feel free to reach out if you need anything else from me.

Kind Regards,

[sender name]

# Chasing payment more than overdue

**7 days**



Subject: [your company/name] - Overdue payment  
- [invoice number]

---

Dear [client name],

I hope you're doing well.

I'm getting in touch to remind you of the following  
outstanding invoice.

[invoice number] / [invoice balance]

This invoice is now overdue (due: [invoice due  
date]). Please let me know the status of this  
payment?


As per our agreed payment terms, interest will be  
added if the payment isn't made within the next 5  
working days.

I've reattached a copy of the invoice which  
includes the due date we agreed on.

Kind Regards,

[sender name]

# Chasing payment more than **14 days** overdue



Subject: [your company/name] - Overdue payment  
- [invoice number]

---

Dear [client name],

I hope you're doing well.

Following my last two emails, could you please let me know the status of my outstanding invoice?

[invoice number] / [invoice balance]

It's now [time] overdue (due: [invoice due date]). As a result, I've added interest (as per payment terms) to reflect the delay. The amount owed is now [this amount].

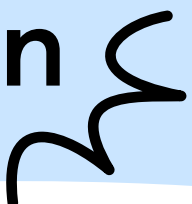
If there are any issues causing this payment delay, please let me know so we can discuss further if needed.

I've attached a copy of the new invoice which includes the agreed due date and payment terms, with added interest costs.

Kind Regards,

[sender name]

# The **final** reminder before action



Subject: [your company/name] - Final reminder -  
[invoice number]

---

Dear [client name],

I'm getting in touch again regarding the  
outstanding invoice:

[new invoice number] / [new invoice balance]

Payment was due on [due date], but remains  
unpaid.

As I haven't had a response from you in [time since  
last correspondence], I'll look to begin legal  
proceedings to recover the balance owed. I'll do  
this in 5 working days.

If the invoice is paid within 5 working days, I'll not  
proceed with legal action.

I have attached a copy of the invoice which  
includes the agreed due date, payment terms and  
added interest.

Kind Regards,

[sender name]

**If it's a letter to be posted, add the following:**



- Today's date
- Your company name
- Their company name
- Small description of the service
- Invoice reference