

Date

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RE: Account #19183

Dear Customer Name:

Thank you for your recent inquiry concerning your account balance.

I have checked your account activity, which shows more outgoing charges than incoming credits. I have enclosed a statement of your activity, helping to document the charge. This is the reason for your last invoice # 247811 being shipped C.O.D.

If you have any questions, please feel free to call.

Thanking you once again for your concern.

Sincerely,

Your Name
Credit Manager

enc.