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Date: XXXXX

Dear **[Customer's Name]**,

We hope this letter finds you well. At **[Agency Name]**, our relationship with our valued customers remains a top priority. As part of our ongoing efforts to provide exceptional service, we are writing to inform you about a recent update to our payment reminder policy.

Starting **[Date]**, our company will no longer be sending reminder notifications or making phone calls regarding late payments. You will continue to receive these notices directly from your insurance company.

We kindly remind you to keep track of your payment schedules and ensure that all payments are made by their due dates to avoid any disruption in coverage or additional fees. You can easily review your account details and payment history by logging into your account on your insurance company website or by contacting our customer support team at **[contact information]**.

We also encourage you to take advantage of electronic payments, which can help reduce the likelihood of a missed payment, as well as save you money in processing and/or late fees. Please let us know if you'd like assistance in setting this up.

We understand that this may require an adjustment, and appreciate your cooperation and understanding. Please do not hesitate to reach out to us if you have any questions or need assistance with your account. Our team is always here to support you and address any concerns you may have.

Thank you for your continued trust and partnership. We look forward to serving you and meeting your needs in the future.

Sincerely,

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