



Patient-Pay A/R Collections eMail Messaging Scripts

Please modify these scripts to meet the needs of your business.

Sample Collections e-Mail Script #1

This message is sent in regards to an unpaid account balance.

If you have already paid this balance, we thank you for your efforts in doing so. If it remains unpaid today, we ask that you pay it at your earliest convenience.

Please contact our office at [\(Business Phone #\)](#) between the hours of [\(8:30-4:30\)](#) Monday through Friday or visit us online at [\(Business Web Address\)](#) if you require assistance.

Thank you for your prompt attention to this important matter.

Sample Collections e-Mail Script #2

This is a follow-up message sent in regards to an unpaid account balance.

Because of the age of the account, action is now required on your part to resolve the balance.

If you have already paid this balance, we thank you for your efforts in doing so. If it remains unpaid, we ask that you contact our office at [\(Business Phone #\)](#) between the hours of [\(8:30-4:30\)](#) Monday through Friday or visit us online at [\(Business Web address\)](#) if you require assistance.

Thank you for your prompt attention to this urgent matter.

Sample Collections e-Mail Script #3

This is a follow-up message sent in regards to an unpaid account balance. We have made several attempts to contact you concerning a past due account balance.

Because of the age of the account, your account is being turned over to an outside collections agency and credit-reporting bureau for action.

Please contact our office at [\(Business Phone #\)](#) or visit us online at [\(Business Web Address\)](#) as soon as possible to make payment arrangements on this account. Our office hours are [\(8:30-4:30\)](#) Monday through Friday.

Thank you for your prompt attention to this urgent matter.