**Missed payment reminder – send to client after they appear in the Renewal and overdue notices email report for ‘Missed payment’ notice type**

**Subject line:** Let's get your Resolution Life insurance cover back on track.

Hi <Client first name>,

I just wanted to touch base as I noticed there was a missed or dishonoured payment on your Resolution Life insurance policy.

As your financial adviser, I’m here to help. Whether you need to update your payment details, adjust your cover to better suit your budget, or just want to talk through your options, feel free to call or email me.

It’s important we get things sorted quickly to ensure your cover remains active and continues to protect you and your loved ones.   
  
**Book in for a chat**

Just reply to this email or give me a call <or click [Insert Booking Link]> to schedule a quick chat.  
  
**Resolution Life also offers easy online options to help you manage your payments:**

👉 [Make a payment now](https://resolutionlife.com.au/payment?utm_source=Adviser_Support&utm_medium=website&utm_campaign=W_Label)

👉 [Set up or update a direct debit payment](https://customer.resolutionlife.com.au/Forms_New/OFDirectDebitRequest?utm_source=Adviser_Support&utm_medium=website&utm_campaign=W_Label)

There will be implications if this policy is cancelled, and you might not get the same level of cover if you need to reapply in the future.

**Here to help**

Let’s work together to make sure your policy stays in place and continues to support your goals.

Please don’t hesitate to reach out - I’m here to support you.

Warm regards,

**[Your Full Name]**