



May 25, 2018

Dear Phillip,

We're reaching out to help you with an important issue related to your **Crafty Premium Tools** subscription. We were unfortunately unable to process your last payment of **\$225.00** based upon your account information on file.

There could be numerous reasons for this issue. For example, you may have received a new credit card from your bank, or your card may have expired recently.

Please take a moment to update your payment information as soon as possible, so we can process your recurring payment and prevent an interruption to your subscription. To do so, simply visit **[www.craftytools.com/payment-info](http://www.craftytools.com/payment-info)** or contact a customer care representative at **1-800-555-5555**.

If you update your payment information by **June 25, 2018**, your subscription to Crafty Premium Tools will continue without interruption. Thank you for your ongoing support of Crafty!

Sincerely,

Anne Jones  
Director of Customer Experience  
Crafty