**Subject Line:** Have You Changed Your Mind?

Hello (client),

I tried to reach you regarding your current case status. We have reached a standstill and are unable to move forward without your assistance. We must receive the necessary items to continue working on your case and prevent aggressive collection action from occurring.

**We have yet to receive the following items and would need them delivered as soon as possible to move forward:**

* Item 1
* Item 2
* Item 3

Our team is dedicated to helping you resolve this matter, but we have reached a critical point in your case where we cannot continue without your cooperation. Let’s work together to get your case back on track!

**If we do not receive the requested documentation within 14 days, we will assume you have decided to halt action on this matter.**

*Please make me aware if you need help obtaining the appropriate information or assistance completing your documents.*

Thank you for your time and attention.

Sincerely,