

Essential Communication Templates for Distressed Business Owners



This resource provides practical email and phone scripts to help business owners navigate difficult conversations with professionalism and clarity. Use these as a starting point — always adapt the tone and specifics to your situation.

1. Supplier Negotiation – Request for Payment Terms

****Purpose:**** To request revised payment terms or a temporary freeze without damaging the relationship.

****Email Template:****

Subject: Request for Temporary Payment Terms Adjustment

Dear [Supplier Name],

I hope you're well. As a valued supplier, I wanted to reach out personally. We're currently working through a temporary cashflow challenge and are taking proactive steps to stabilise operations.

To help us manage this period responsibly, we're requesting a short-term adjustment to our payment terms. Specifically, we're asking if you would consider moving to [30/60/part-payment terms] for the next [X] weeks.

We're fully committed to maintaining our partnership and clearing outstanding balances as agreed. Please let me know what might be possible.

Best regards,

[Your Name]

[Your Business]

****Phone Script (Key Points):****

- Thank them for their past support
- Explain situation factually, not emotionally
- Emphasise partnership and future plans
- Make a clear request, then pause and listen
- Offer to send the request in writing