Dear Customer,

If you are receiving this communication, you may have been impacted by a payment outage on XXXX, which lasted from X:XX x.m. Eastern Time until XXXX at X:XX x.m. ET.

The outage was caused by an issue with payment processor/gateway name. We at Revel Systems know that the ability to process a quick and easy payment is essential to your business, and we extend our sincere apology for this inconvenience. Please be assured that the root cause of the issue has since been resolved, and payment processor/gateway name is back online. You should not experience any further issues.

Prior to contacting our support team for assistance with payments, here are some steps you can take ahead of time to speed up the process of getting things back in order:

(Insert support steps specific to the payment system)

We understand the potential frustration this event may have caused, and we appreciate your patience while we fixed the issue.

Kind Regards,

The Revel Team