Dear [supplier’s business name/name of your specific customer contact],

I hope all is well during these difficult and unprecedented times. My name is [insert your name] and I am the [insert position] at [insert your business name]. We wanted to reach out and discuss our current supply contract for [insert generally what the contract is for] with [supplier’s business name]. As I am sure you can understand, we are currently facing a unique and unexpected disruption to our business that has forced us to [remain closed/drastically reduce our business flow]. Due to the difficult position that we are experiencing, we hope to understand what options are available to us regarding shipments and payment. We understand that as a supplier, you must also be in a difficult position as we face the challenges that the Coronavirus pandemic has brought about. We hope to work with you as a long-term partner in our business to discuss and craft a mutually beneficial plan of action. Please let us know your availability in the coming days. We are available by phone at [insert phone number] or via email at [insert email address].

Sincerely,