

**Date:** [Insert Date]

**Subject:** Notice of Account Suspension and Pending Closure

Dear [Customer Name],

We are writing to inform you that your account with [Company Name] (Account Number: [Insert Number]) has been suspended, effective immediately.

This action has been taken because we have been unable to verify your identity as required by our security protocols and regulatory requirements. Despite previous requests for documentation, the information provided was either incomplete, expired, or could not be authenticated.

**What this means for you:**

- Your access to the platform has been restricted.
- All pending transactions have been paused.
- You will not be able to deposit or withdraw funds at this time.

**Action Required:**

To appeal this suspension, you must provide the following documents by [Insert Deadline Date]:

- A valid government-issued photo ID (Passport or Driver's License).
- A recent utility bill or bank statement showing your current address.
- [Insert any other specific document needed].

If we do not receive and verify these documents by the date mentioned above, your account will be permanently closed. Any remaining balance will be handled in accordance with our Terms of Service and applicable laws.

Please upload these documents through our secure portal at [Insert Link] or contact our verification team at [Insert Email/Phone Number].

Thank you for your immediate attention to this matter.

Sincerely,

[Your Name/Department]  
[Company Name]