

[Bank Name]
[Department Name]
[Bank Address]
[City, State, Zip Code]

[Date]

[Customer Name]
[Customer Address]
[City, State, Zip Code]

Subject: Notification of Suspended Online Banking Access - Account Inactivity

Dear [Customer Name],

This letter is to formally notify you that your online banking access for account ending in [Last four digits of account number] has been suspended effective [Date], due to a period of prolonged inactivity.

To ensure the security of our customers' financial information, our policy requires the temporary suspension of digital credentials that have not been utilized for more than [Number] months. Please note that while your online access is restricted, your bank account remains active, and your funds are secure.

To restore your online banking access, please follow one of the steps below:

- Visit our official website at [Website URL] and follow the "Unlock Account" or "Reset Password" prompts.
- Visit any local branch with a valid form of government-issued identification.
- Contact our Customer Support department at [Phone Number] to verify your identity.

If you have already taken steps to reactivate your account, please disregard this notice.

Thank you for your cooperation and for choosing [Bank Name].

Sincerely,

[Name/Signature]
[Job Title]
[Bank Name]