

Date: [Insert Date]

Subject: Important: Your online banking access has been suspended

Dear [Customer Name],

This letter is to inform you that your online banking access for account ending in [Last 4 Digits of Account Number] has been temporarily suspended.

As part of our commitment to your financial security, we have recently implemented enhanced security protocols. To regain access to your digital accounts, you are required to update your security credentials and verify your identity through our new authentication system.

Required Action:

- Visit our official website at [Insert Website URL].
- Follow the "Security Update" prompts on the login page.
- Complete the multi-factor authentication setup.

For your protection, please do not click on links in unsolicited emails. Always type our web address directly into your browser. Our staff will never ask for your password or PIN over the phone.

If you have any questions or require assistance with the update process, please call our customer service team at [Insert Phone Number] or visit your local branch.

Thank you for your cooperation in keeping your account secure.

Sincerely,

[Bank Name]
[Department Name]
[Contact Information]