

[Date]

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

Subject: IMPORTANT: Notice of Suspended Online Banking Access

Dear [Customer Name],

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

We have taken this action because we detected activity suggesting that your login credentials (username or password) may have been compromised. This suspension is a proactive measure to protect your funds and personal information from unauthorized access.

To restore your access, please complete the following steps:

- Visit our official website at [Bank Website URL] and follow the "Reset Password" instructions.
- Review your recent transaction history for any unauthorized activity.
- Ensure your antivirus software is up to date and perform a full scan of your devices.

If you identify any transactions that you did not authorize, please contact our Fraud Department immediately at [Phone Number] or visit your local branch.

Please note that [Bank Name] will never ask for your full password or PIN via email or telephone.

We apologize for any inconvenience this may cause and thank you for your cooperation in keeping your account secure.

Sincerely,

[Sender Name/Department Name]
[Bank Name]