

[Date]

[Customer Name]

[Customer Address]

[City, State, Zip Code]

Subject: Important Notice Regarding Your 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].

Our security systems recently detected suspicious activity that may indicate unauthorized access. As a precautionary measure to protect your funds and personal information, we have disabled your login credentials.

To restore your access, please complete the following steps:

- Contact our Fraud Prevention Department at [Phone Number] between [Hours of Operation].
- Be prepared to verify your identity through our security protocol.
- Once verified, a representative will assist you in resetting your password and reviewing recent transactions.

Please note: [Bank Name] will never ask you for your full social security number or current password via email or text message.

We apologize for any inconvenience this may cause, but we take the security of your account very seriously.

Sincerely,

[Name/Department]

[Bank Name]