

Subject: Urgent: Online Banking Access Suspended - Security Alert

Dear [Customer Name],

This is an automated notification to inform you that we have temporarily suspended your online banking access for your protection.

Our security system detected an attempt to authorize a new device that does not match your usual login patterns. As a precautionary measure, we have disabled access to your account to prevent unauthorized transactions.

Incident Details:

- Date: [Date]
- Time: [Time]
- Device Type: [Device/Browser Type]
- Location: [Location, if available]

If this was not you, please do not attempt to log in using your previous credentials. To restore your access and secure your account, you must complete the following steps:

1. Contact our Fraud Prevention Department immediately at [Phone Number].
2. Visit your nearest branch with a valid government-issued ID.
3. Once verified, you will be required to reset your password and security questions.

If this authorization was performed by you, please call us at the number above to verify your identity and reactivate your profile.

Thank you for your cooperation in keeping your account secure.

Sincerely,

[Bank Name] Security Team

[Contact Information]