

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

**RE: OFFICIAL NOTIFICATION OF SUSPENDED ONLINE BANKING ACCESS**

Dear [Customer Name],

This letter serves as official notification that your online banking access for account ending in [Last 4 Digits of Account Number] has been temporarily suspended, effective immediately.

The suspension was initiated due to [Reason: e.g., unusual login activity / failure to update security credentials / routine security audit]. To ensure the security of your funds and protect your personal information, we require formal identity verification before access can be restored.

**Required Actions:**

To reactivate your account, please complete one of the following steps:

- Visit any local branch with a valid government-issued photo ID.
- Upload a digital copy of your ID and a recent utility bill through our secure portal at [URL].
- Contact our Verification Department at [Phone Number] to complete a security interview.

Please note that while your online access is suspended, your physical debit cards and scheduled automated transfers will [remain active / also be restricted]. You may still perform transactions in person at any of our branch locations.

We apologize for any inconvenience this security measure may cause. Protecting your account is our highest priority.

Sincerely,

[Authorized Signature]  
[Name of Officer]  
[Title]  
[Bank Name]