

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

Subject: Important Notification 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], effective immediately.

As part of our commitment to your security, our fraud monitoring systems identified unusual activity that requires further investigation. We have taken this precautionary measure to protect your funds and personal information from potential unauthorized access.

What this means for you:

- You will be unable to log in to your online banking portal or mobile app.
- Scheduled automated transfers and bill payments may be affected.
- Your physical debit/credit cards [may/may not] remain active for point-of-sale transactions.

How to restore your access:

To verify your identity and review the recent activity on your account, please contact our Fraud Prevention Department as soon as possible at [Phone Number]. Our team is available [Hours of Operation].

Please note that [Bank Name] will never ask you for your full password or PIN over the phone. For your security, do not share your login credentials with anyone.

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

Sincerely,

[Bank Name] Security Team