

URGENT: Online Banking Access Suspended

Date: [Insert Date]

Account Holder: [Insert Name]

Account Reference: [Insert Partial Account Number/ID]

Dear [Insert Name],

This is an urgent notification to inform you that your online banking access has been temporarily suspended due to security concerns or multiple failed login attempts.

To protect your funds, your profile is now locked and is currently **awaiting a manual password reset**. You will not be able to access your accounts via the mobile app or web portal until this security process is completed.

Action Required:

To restore your access, please perform one of the following:

- Visit your nearest local branch with a valid form of government-issued photo ID.
- Contact our Security Verification Department at [Insert Phone Number].
- Follow the secure identity verification link: [Insert Link to Official Website].

Once your identity has been manually verified by our security team, a temporary password will be issued, and full access to your accounts will be reinstated.

If you did not attempt to access your account or request a password change, please contact our Fraud Prevention team immediately.

Thank you for your cooperation in keeping your account secure.

Sincerely,

[Insert Bank Name]
Security and Risk Department