

[Date]

[Customer Name]  
[Customer Address]  
[City, State, Zip Code]

Subject: Important Update Regarding Our Dormant Account Policy

Dear [Customer Name],

We are writing to inform you of an upcoming change to our policy regarding dormant accounts, effective [Effective Date]. We are updating our procedures to ensure the security of your funds and to comply with updated regulatory requirements.

### **What is changing?**

Under the new policy, an account will be classified as "Dormant" if there has been no customer-initiated activity (such as deposits, withdrawals, or transfers) for a period of [Number] months. Previously, the threshold was [Old Number] months.

### **What happens to a dormant account?**

- For your protection, outgoing transactions may be restricted until the account is reactivated.
- A monthly dormancy fee of \$[Amount] may be applied to the account balance.
- If an account remains dormant for [Number] years, we are required by law to transfer the funds to the state as unclaimed property.

### **How to keep your account active:**

To prevent your account from becoming dormant, simply perform one of the following actions before [Date]:

- Log in to your online banking portal.
- Make a deposit or withdrawal of any amount.
- Contact our customer service team to confirm your continued use of the account.

If you have any questions regarding these changes or need assistance reactivating your account, please contact us at [Phone Number] or visit our website at [Website URL].

Thank you for your continued trust in [Company/Bank Name].

Sincerely,

[Sender Name/Department]  
[Company Name]