

[Date]

[Customer Name]

[Last Known Address Line 1]

[Last Known Address Line 2]

Subject: Urgent Notice Regarding Your Account and Returned Mail

Dear [Customer Name],

We are writing to inform you that mail recently sent to the address above was returned to us by the postal service as undeliverable. Because we have lost contact with you, your account [Account Number] is at risk of being classified as dormant.

To keep your account active and ensure you continue to receive important statements and notices, please take one of the following actions by [Deadline Date]:

- Log in to your online portal at [Website URL] to verify or update your contact information.
- Call our customer service team at [Phone Number] between [Hours of Operation].
- Visit any of our branch locations with a valid government-issued photo ID.

If we do not hear from you or receive a valid address update by the date mentioned above, we may be required by law to restrict access to your account or transfer the funds to the state as unclaimed property (escheatment).

If you have already updated your address recently, please disregard this notice.

Sincerely,

[Sender Name/Department]

[Company Name]

[Company Phone Number]