

## **Subject: Important Security Notice Regarding Your Mobile Banking Account**

Dear [Customer Name],

We are writing to inform you of a recent security incident involving our mobile banking application that may have affected your personal information.

### **What Happened?**

On [Date], our security team identified unauthorized access to certain components of our mobile banking platform. Our investigation indicates that an unauthorized third party may have gained access to user account data between [Start Date] and [End Date].

### **What Information Was Involved?**

The following information may have been accessed:

- Full name and contact information
- Account numbers
- Transaction history
- [Insert other specific data types if applicable]

Please note: Your login passwords and PINs are encrypted, and we have no evidence that they were compromised in plain text.

### **What We Are Doing**

We immediately secured our systems and disabled the point of entry used by the unauthorized party. We have also notified law enforcement and are working with external cybersecurity experts to enhance our mobile app security.

### **What You Can Do**

To protect your account, we recommend taking the following steps immediately:

- **Update Your App:** Ensure you are using the latest version of our mobile app from the official App Store or Google Play Store.
- **Change Your Credentials:** Reset your mobile banking password and PIN.
- **Enable Two-Factor Authentication (2FA):** If you haven't already, please enable 2FA within the app settings.
- **Monitor Your Accounts:** Regularly review your bank statements for any suspicious activity.

### **For More Information**

If you notice any unauthorized transactions or have questions, please contact our dedicated support team at [Phone Number] or visit [Website URL].

We sincerely apologize for any concern or inconvenience this incident may cause.

Sincerely,

[Your Name/Department]  
[Bank Name]