

Date: [Insert Date]

To: [Employee Name]

Employee ID: [Insert ID]

Department: [Insert Department]

Subject: Warning Letter for Breach of Protocol in Handling a Deceased Customer Account

Dear [Employee Name],

This letter serves as a formal warning regarding your recent handling of a deceased customer's account, specifically [Account Number/Customer Name], on [Date of Incident].

It has been brought to our attention that the following protocol(s) were breached:

- [Detail specific breach, e.g., releasing funds without legal documentation]
- [Detail specific breach, e.g., failure to freeze account upon notification of death]
- [Detail specific breach, e.g., unauthorized communication with non-verified kin]

Proper management of deceased customer accounts is a critical legal and ethical obligation. Failure to adhere to these procedures exposes the company to significant legal liability, financial risk, and a loss of public trust.

You are required to re-review the "Deceased Account Handling Manual" by [Date] and complete a mandatory retraining session with your supervisor. Please be advised that any further violations of company policy or legal protocols will result in more severe disciplinary action, up to and including termination of employment.

A copy of this letter will be placed in your permanent personnel file.

Please sign below to acknowledge receipt of this letter.

Sincerely,

[Your Name]

[Your Title]

[Company Name]

Employee Acknowledgment:

Signature: _____ Date: _____