

[Date]

[Customer Name]

[Customer Address]

[City, State, Zip Code]

Subject: Important Notice Regarding Your Safe Deposit Box #[Box Number]

Dear [Customer Name],

We are writing to sincerely apologize for the current unavailability of your safe deposit box located at our [Branch Name] branch.

Due to [Reason: e.g., technical maintenance, facility upgrades, unforeseen repairs], access to the safe deposit box vault is temporarily restricted. We understand the importance of the items you store with us and regret any inconvenience this service disruption may cause.

We expect full access to be restored by [Date/Time]. In the meantime, if you have an urgent need to access your belongings, please contact us immediately at [Phone Number] or visit the branch manager so we can discuss possible arrangements.

As a gesture of our regret, we will [Optional: e.g., waive the rental fee for the next month/provide a credit to your account].

Thank you for your patience and for choosing [Bank Name].

Sincerely,

[Your Name/Signature]

[Your Title]

[Bank Name]