

[Date]

[Customer Name]

[Customer Address]

[City, State, Zip Code]

**Subject: Acknowledgment of Lost/Stolen Card Report**

Dear [Customer Name],

This letter confirms that we have received your report regarding your lost or stolen card ending in [Last 4 Digits of Card Number].

As of [Date and Time of Report], we have deactivated this card to prevent any further unauthorized transactions. Our records show the last authorized transaction occurred on [Date] at [Merchant Name].

**Next Steps:**

- A replacement card has been ordered and will be mailed to your address on file. You should receive it within [Number] business days.
- Please review your recent account statement. If you notice any additional suspicious activity, contact us immediately at [Phone Number].
- Once your new card arrives, please follow the instructions provided to activate it and update any automatic billing arrangements.

If you find your old card, please destroy it immediately by cutting through the chip and magnetic stripe.

Thank you for your prompt action in reporting this matter.

Sincerely,

[Name of Representative]

[Department Name]

[Financial Institution Name]