

Subject: Important Security Notice Regarding Your Financial Information

Dear [Customer Name],

We are writing to inform you of a security incident that may have involved your personal financial information. We take the privacy and security of your data very seriously and regret any concern this may cause.

What Happened?

On [Date], we discovered unauthorized access to a portion of our database. Our investigation confirmed that on [Date of Incident], an unauthorized party gained access to specific files containing customer financial details.

What Information Was Involved?

The compromised data may have included the following information related to your account:

- Full Name
- Credit or Debit Card Number (Last 4 digits)
- Bank Account Numbers
- Transaction History
- [Insert other specific data types if applicable]

Please note: Your account passwords were [encrypted/not affected].

What We Are Doing

Upon discovery, we immediately secured our systems and began a forensic investigation. We have also notified law enforcement and relevant regulatory authorities. To help protect your identity, we are offering [Number] months of complimentary credit monitoring services through [Service Provider Name].

What You Can Do

We recommend that you remain vigilant by taking the following steps:

- Monitor your financial statements and credit reports for any suspicious activity.
- Contact your bank or card issuer to report potential fraud and request new account numbers if necessary.
- Place a "Fraud Alert" or "Security Freeze" on your credit file by contacting the major credit bureaus.
- Enroll in the complimentary credit monitoring service using the following code: [Activation Code].

For More Information

If you have questions regarding this incident, please visit our dedicated support page at [URL] or contact our customer service team at [Phone Number] between [Hours of Operation].

Sincerely,

[Sender Name]
[Title]
[Company Name]