

[Date]

[Customer Name]

[Customer Address]

[City, State, Zip Code]

Subject: Important Update Regarding Your Identity Verification

Dear [Customer Name],

Thank you for your recent application/request with [Company Name]. As part of our commitment to security and fraud prevention, we perform a standard identity verification process for all accounts.

After a thorough review of the information and documentation provided, we regret to inform you that we are unable to verify your identity at this time. As a result, your request for [Service/Account Type] has been declined.

Common reasons for this decision include:

- Inconsistencies between the documentation provided and public records.
- Inability to validate the authenticity of the identification documents.
- Insufficient or expired documentation.
- Information provided did not meet our internal security requirements.

For security reasons, we cannot provide specific details regarding our internal verification criteria.

If you believe this decision was made in error or if you have additional documentation that may assist us in verifying your identity, you may contact our Verification Department at [Phone Number] or [Email Address].

If you are concerned about potential identity theft, we recommend reviewing your credit report with the major credit bureaus.

Sincerely,

[Name/Department]

[Company Name]