

[Date]

[Customer Name]  
[Customer Address]  
[City, State, Zip Code]

Subject: Important Update Regarding Our Inactive Account Policy

Dear [Customer Name],

We are writing to inform you that [Company Name] has recently revised its Inactive Account Policy. We are updating our terms to ensure better security and system performance for all our users.

### **What is changing?**

Effective [Date], an account will be classified as "Inactive" if there has been no login activity for a period of [Number] consecutive months. Previously, the period was [Old Number] months.

### **What happens to inactive accounts?**

- Accounts identified as inactive will receive a notification via email.
- If no action is taken within [Number] days of that notification, the account may be subject to [deactivation/deletion/archiving].
- Any associated data may be permanently removed in accordance with our data retention policy.

### **How to keep your account active:**

To keep your account in good standing, simply log in to your account at [Website URL] at least once every [Number] months. No further action is required.

We value your privacy and the security of your information. These changes help us protect abandoned accounts from unauthorized access.

If you have any questions regarding these changes, please contact our support team at [Support Email] or visit our FAQ page at [Link].

Thank you for being a part of [Company Name].

Sincerely,

[Your Name/Department]  
[Company Name]