

CONFIDENTIAL

Date: [Insert Date]

To: [Customer Name]

Address: [Customer Address]

Account Number ending in: [#####]

Subject: Urgent Security Notification Regarding Your Online Account

Dear [Customer Name],

We are writing to inform you of suspicious activity detected on your online banking profile on [Date] at [Time]. Our security systems flagged actions that do not align with your typical banking patterns.

Details of Suspicious Activity:

- Login attempt from an unrecognized device or IP address: [IP Address/Location]
- Attempted change to: [e.g., Contact Information / Password / External Transfer Link]

As a precautionary measure, we have temporarily restricted certain features of your online access to protect your funds. To secure your account and verify these actions, please perform the following steps immediately:

1. Log in to your account through our official website or mobile app.
2. Update your password and enable Two-Factor Authentication (2FA).
3. Review your recent transaction history for any unauthorized charges.

If you did not authorize these actions, please contact our Fraud Department immediately at [Phone Number] or visit your local branch.

Thank you for your prompt attention to this security matter.

Sincerely,

[Sender Name]

[Title]

[Bank Name] Security Department