

Subject: Urgent: Temporary Freeze Placed on Your Account [Account Number/Username]

Dear [Customer Name],

This letter is to inform you that we have placed a temporary security freeze on your account, effective immediately.

We took this action because we detected [mention reason, e.g., unusual login activity / potential unauthorized access / suspicious transactions]. To protect your personal information and funds, access to your account has been restricted until we can verify your identity.

What this means for you:

- You will be unable to log in to your online portal.
- Outgoing transfers and payments have been paused.
- Your debit/credit cards associated with this account may be temporarily disabled.

How to reactivate your account:

To lift this freeze, please complete the following steps:

1. Contact our Security Department at [Phone Number].
2. Be prepared to answer security questions to verify your identity.
3. [Optional: Visit your local branch with a valid government-issued ID].

If you did not initiate any recent activity or believe this freeze is an error, please reach out to us immediately at [Customer Support Email/Phone].

We apologize for any inconvenience this may cause, but we prioritize the safety of your account above all else.

Sincerely,

[Your Name/Department]
[Company Name]
[Contact Information]