

[Date]

[Customer Name]

[Customer Address]

[City, State, Zip Code]

Subject: Important Security Notice Regarding Your Debit Card

Dear [Customer Name],

We are writing to inform you that we have identified a potential security compromise involving your debit card ending in [Last 4 Digits].

To protect your account from unauthorized transactions, we have placed a precautionary block on your card effective immediately. Please note that this was not a breach of our bank's systems; however, your card information may have been exposed at an external merchant location or through an unauthorized third party.

What happens next:

- Your current card is now inactive and cannot be used for purchases or ATM withdrawals.
- A replacement card with a new number will be mailed to your address on file within [Number] business days.
- Your current PIN will remain the same unless you choose to change it.

Actions you should take:

- Review your recent account statements for any transactions you do not recognize.
- Once your new card arrives, update any automatic billing or recurring payments linked to your old card number.
- Destroy your old debit card by cutting through the magnetic stripe and chip.

If you notice any suspicious activity or have questions, please contact our Customer Service department immediately at [Phone Number] or visit your local branch.

We apologize for any inconvenience this may cause and thank you for your cooperation in keeping your account secure.

Sincerely,

[Sender Name/Department]

[Financial Institution Name]