

Date: [Current Date]

To: [Customer Name]

Account Number: [Last 4 Digits of Account]

Subject: Important Information Regarding Your Recent Blocked Transaction

Dear [Customer Name],

We are writing to inform you that a recent debit card transaction attempted at [Merchant Name/Location] for the amount of [Amount] was declined.

Our records show that this transaction was blocked because **International Usage** is currently disabled on your card. To protect your account, our system automatically declines foreign transactions unless this feature is specifically activated by the cardholder.

If you intended to make this purchase or are planning to travel abroad, you can enable international transactions through the following methods:

- Log in to our Mobile Banking App and navigate to 'Card Settings'.
- Log in to your Online Banking portal.
- Call our customer service department at [Phone Number].

If you did not attempt this transaction, please contact us immediately to report potential unauthorized activity and to secure your account.

Thank you for choosing [Bank Name].

Sincerely,

[Bank Representative Name]

[Bank Name] Customer Service