

[Date]

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

**Subject: Important Notice Regarding Consent Order with the Office of the Comptroller of the Currency (OCC)**

Dear [Customer Name],

We are writing to inform you that [Bank Name] has entered into a Consent Order with the Office of the Comptroller of the Currency (OCC) on [Date of Order].

The OCC is the primary federal regulator for national banks. A Consent Order is a formal legal document that outlines specific areas where the bank must improve its internal controls, risk management practices, or compliance procedures. This order was issued in relation to [Briefly mention the area, e.g., Mortgage Servicing / Anti-Money Laundering / Compliance Management].

**What this means for you:**

- Your accounts and deposits remain safe and fully accessible.
- Your FDIC insurance coverage is not affected by this order.
- We are committed to correcting the identified issues and improving our service standards.

As part of this agreement, [Bank Name] will be implementing [Brief description of corrective action, e.g., a formal review process / independent restitution study]. If it is determined that your account was directly impacted by the issues identified in the Order, you will receive separate correspondence regarding any potential remediation or next steps.

Transparency is a priority for us. You can find a full copy of the Consent Order on the OCC's official website at [www.occ.gov](http://www.occ.gov) or on our website at [Bank URL].

If you have any questions regarding this notice, please call our dedicated support line at [Phone Number] or visit your local branch.

Sincerely,

[Name/Signature]  
[Title]  
[Bank Name]