

Subject: Important: Action required regarding your [Software Name] account

Dear [User Name],

We are writing to you because we have noticed some activity on your account that appears to be in violation of our Terms of Service. Specifically, we identified: [Insert specific issue, e.g., overdue payment / unauthorized login activity / excessive API usage].

At this time, your access remains active. However, we wanted to reach out early to help you resolve this matter and avoid a scheduled suspension of your software access on [Date].

To keep your account in good standing, please take the following steps:

- [Action Item 1: e.g., Update your billing information]
- [Action Item 2: e.g., Review our usage policy]
- [Action Item 3: e.g., Change your account password]

If you believe this is an error or if you need assistance, please reply to this email or contact our support team at [Support Email/Link]. We are here to help you get back on track.

Thank you for being a valued user.

Best regards,

The [Company Name] Team