

Subject: Important: Your account [Account Number] has been temporarily suspended

Dear [Customer Name],

We are writing to inform you that your subscription account for [Service Name] has been temporarily suspended, effective immediately.

This suspension is due to [Reason for Suspension, e.g., outstanding payment / violation of terms].

Please note that this is an initial notification. Our team is currently reviewing your account details. You will receive a second letter within [Number] business days which will contain:

- A detailed explanation of the findings.
- The specific steps required to reinstate your account.
- Information regarding the final status of your subscription.

During this period, you will not have access to [Service Name] features or content. Any scheduled payments may also be paused pending the outcome of our review.

If you believe this suspension is in error or if you have immediate questions, please contact our support team at [Support Email/Phone Number].

Thank you for your patience.

Sincerely,

[Your Name/Company Name]

[Department Name]