

Action Plan for Addressing Unauthorized Transactions

Date: [Insert Date]

To: [Recipient's Name]

From: [Your Name]

[Your Position]

[Your Company]

Subject: Action Plan for Unauthorized Transaction Issue

Dear [Recipient's Name],

We are writing to inform you about the recent unauthorized transaction that has occurred in relation to your account. We take this matter seriously and have developed an action plan to address the situation promptly and efficiently.

Action Plan Details

- Incident Investigation:** We will investigate the unauthorized transaction to identify any fraudulent activities and gather necessary evidence.
- Account Review:** A thorough review of your account will be conducted to ensure that all recent activities are legitimate.
- Account Security Measures:** We will enhance security measures, including changing your account password and enabling two-factor authentication.
- Customer Notification:** You will be notified of the findings and the steps taken to resolve the issue.
- Compensation for Losses:** If applicable, we will ensure that you are compensated for any financial losses incurred due to the unauthorized transaction.

Timeline

We aim to complete the investigation and notify you of our findings by [Insert Date].

Contact Information

If you have any questions or concerns, please do not hesitate to reach out to us at [Your Contact Information].

Thank you for your understanding and cooperation in this matter.

Sincerely,

[Your Name]

[Your Position]