

Subject: Apology for IT Security Breach

Dear [Customer's Name],

We hope this message finds you well. We are reaching out to inform you of a recent security breach that may have exposed your personal information. First and foremost, we want to sincerely apologize for any distress this may have caused you.

Your security and trust are of utmost importance to us, and we take this incident very seriously. Our team has already taken significant steps to bolster our security measures and ensure that this does not happen again.

To support you during this time, we have set up a dedicated customer support hotline. Please do not hesitate to reach out to us at [Customer Support Phone Number] or [Customer Support Email] if you have any questions or concerns. Our team is here to assist you.

We appreciate your understanding and support as we navigate this situation. Thank you for being a valued customer.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]