

# Zero Liability Coverage on Unauthorized Transactions

Date: [Insert Date]

To: [Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

Thank you for reaching out to us regarding your recent concerns about unauthorized transactions on your account. We value your security and want to assure you that you are protected under our zero liability policy.

As per our terms and conditions, you are not held responsible for any unauthorized transactions made with your account or card, provided that you have reported the unauthorized activity promptly. We appreciate your immediate action in reporting the incident on [Date of Report].

We are currently investigating the transactions noted as unauthorized and will keep you updated throughout the resolution process. Should we require further information, we will reach out to you directly.

If you have any questions or need further assistance, please do not hesitate to contact our customer service team at [Customer Service Phone Number] or [Customer Service Email]. We are here to help.

Thank you for choosing [Company Name]. Your trust and safety are our top priorities.

Sincerely,

[Your Name]

[Your Title]

[Company Name]

[Company Address]

[City, State, ZIP Code]

[Company Phone Number]

[Company Email]