

Incident Response Letter

Date: [Insert Date]

To: [Customer Name]

[Customer Address]

Account Number: [Account Number]

Dear [Customer Name],

We are writing to inform you about a recent incident that may have affected your account with us. On [Date of Incident], we detected suspicious activity that suggests a potential fraud incident involving your account.

We take such matters very seriously and have initiated an immediate investigation. Our first priority is to safeguard your accounts and personal information.

In response to this incident, we have taken the following actions:

- Temporarily frozen your account to prevent unauthorized transactions.
- Conducted a thorough investigation to assess the extent of the fraud.
- Enhanced monitoring of your account for any further suspicious activities.

Please take the following steps to further secure your account:

1. Change your online banking password immediately.
2. Review your recent account statements for any unauthorized activity.
3. Contact our fraud department at [Contact Number] if you notice any discrepancies.

We sincerely apologize for any inconvenience this may cause and appreciate your understanding as we work to resolve this matter. Your security is our utmost priority.

Thank you for your cooperation.

Sincerely,

[Your Name]

[Your Title]

[Bank Name]

[Bank Contact Information]