[COMPANY NAME]

[ADDRESS]

[CITY, STATE, ZIP CODE]

[DATE]

**Subject: Important Notice: Cybersecurity Incident Affecting Customer Data**

Dear [Customer’s Name/Valued Customers],

We are writing to inform you of a cybersecurity incident that was identified on [DATE], which may have impacted certain information related to your account or interactions with [COMPANY NAME].

**What Happened**

On [DATE], we detected unauthorized access to our systems. Our immediate priority was to secure our network and investigate the scope of the incident. Working with leading cybersecurity experts, we have contained the issue and are taking additional measures to strengthen our defenses.

**What Information Was Affected**

The compromised data may include [*specific details, e.g., “names, email addresses, account numbers”*]. At this time, there is no evidence that [*specific sensitive data, e.g., “financial information or Social Security numbers”*] has been accessed. However, we are notifying you out of an abundance of caution.

**Actions We Are Taking**

We are taking the following steps to address this incident and protect your data:

1. Enhanced security measures to prevent future unauthorized access.
2. Notification to affected individuals and regulatory bodies, where applicable.
3. Offering [*complimentary identity theft protection services, credit monitoring] for [X months*].

**What You Can Do**

To further protect yourself, we recommend:

* [*Action 1, e.g., “Changing your password immediately.”*]
* [*Action 2, e.g., “Enabling two-factor authentication.”*]
* [*Action 3, e.g., “Monitoring your account for suspicious activity.”*]

**Support and Assistance**

We understand the seriousness of this situation and are committed to supporting you. If you have any questions or need additional assistance, please contact our dedicated support team at [Email Address/Phone Number] or visit [URL FOR FURTHER DETAILS].

We deeply regret this incident and the inconvenience it may cause. Protecting your data remains our highest priority, and we are taking every necessary step to ensure your information is secure.

Yours sincerely,

……………………………………………………….

[NAME]

[TITLE/POSITION]

[COMPANY NAME]