[Company Name]

[Company Address]

[City, State, ZIP Code]

**Subject: Important Security Notification**

Dear [Customer’s Name],

We are writing to inform you of a potential fraud or security risk that may affect your account with [COMPANY NAME]. Protecting your information is our top priority, and we want to ensure you are aware of the situation and the steps you can take to secure your account.

**What Happened**:

On [Date/Timeframe], we identified [*specific issue, e.g., “unauthorized access,” “suspicious activity on your account,” or “a potential breach in our system”]*. As soon as this was detected, we acted quickly to contain the issue and secure our systems.

**What Information Is Affected**:

Based on our investigation, the following information may be at risk:

* [*List specific information, e.g., “email address,” “phone number,” or “payment details”*]

**What We’re Doing**:

To address the issue, we have taken the following steps:

* [*Action 1, e.g., “Temporarily locked affected accounts.”*]
* [*Action 2, e.g., “Enhanced system security protocols.”*]
* [*Action 3, e.g., “Notified relevant authorities to assist in the investigation.”*]

**What You Can Do**:

To further secure your account, we recommend the following actions:

* Update your password immediately by visiting [Website Link]. Use a strong, unique password that you haven’t used elsewhere.
* Monitor your account for any unauthorized activity and report it to us at [Email Address/Phone Number].
* Be cautious of phishing attempts and avoid clicking on suspicious links or attachments.

**Next Steps**:

We are committed to keeping you informed and will provide updates as we learn more. If you have any questions or need assistance, our dedicated support team is here to help at [Email Address/Phone Number].

We sincerely apologize for any inconvenience or concern this may have caused. Your trust is important to us, and we are taking every possible measure to ensure the security of your information.

Thank you for your understanding and cooperation.

Yours sincerely,

……………………………………………………….

[NAME]

[TITLE]

[COMPANY NAME]