

CONFIDENTIAL

Date: [Insert Date]

Recipient Name: [Insert Name]

Address: [Insert Address]

Policy Number: [Insert Policy Number]

Subject: Notice of Data Security Incident Regarding Payment Information

Dear [Insert Name],

We are writing to formally notify you of a security incident that may have involved some of your personal payment information. We take the privacy and security of your data very seriously and want to provide you with transparent information regarding what happened and the steps we are taking.

What Happened?

On [Insert Date], we identified unauthorized access to a specific database containing policyholder records. Our investigation determined that between [Insert Start Date] and [Insert End Date], an unauthorized party may have accessed files containing payment details.

What Information Was Involved?

The information involved may have included your:

- Full name
- Credit or debit card number (partial or full)
- Card expiration date
- Bank account and routing numbers (if applicable)

What We Are Doing

Upon discovery, we immediately secured our systems and began a forensic investigation with the help of external cybersecurity experts. We have also notified law enforcement. To help protect your identity, we are offering you [Insert Number] months of complimentary credit monitoring services through [Insert Provider Name].

What You Can Do

We recommend that you remain vigilant by taking the following steps:

- Review your account statements for any suspicious activity.
- Monitor your credit reports from major bureaus.
- Enroll in the complimentary credit monitoring service using the following code: [Insert Code].
- Report any suspicious transactions to your financial institution immediately.

For More Information

We sincerely apologize for any concern or inconvenience this incident may cause. If you have questions, please contact our dedicated support line at [Insert Phone Number] between [Insert Hours] or visit [Insert Website].

Sincerely,

[Your Name/Signature]

[Title]

[Company Name]