

[Company Name]
[Address Line 1]
[City, State, Zip Code]
[Date]

To Our Valued Customers,

We are writing to provide you with important information regarding the security of your personal data and the protections we have in place following the recent security incident involving our e-commerce platform.

What Happened?

On [Date], we identified unauthorized access to our database. Our security team immediately launched an investigation to secure our systems and determine the scope of the incident.

What Information Was Involved?

The affected data may have included: [List types of data, e.g., Name, Email Address, Mailing Address, Encrypted Password]. Please note that we do not store full credit card numbers on our servers; therefore, payment card details were not compromised in this breach.

What Is Our Coverage Policy?

We take your privacy seriously and provide the following coverage and support for affected users:

- **Identity Monitoring:** We are offering [Number] months of complimentary credit monitoring and identity theft protection services through [Provider Name].
- **Fraud Resolution:** If you detect unauthorized activity, you have access to a dedicated fraud resolution specialist to help restore your identity.
- **Liability Protection:** Our internal policy ensures that you will not be held responsible for any unauthorized purchases made directly on our platform resulting from this incident.

What You Can Do:

To activate your coverage, please follow these steps: [Insert Activation Instructions]. We also recommend that you change your password for our site and any other accounts where you use the same credentials.

For More Information:

If you have questions regarding your coverage or this incident, please visit our dedicated support page at [URL] or contact our help desk at [Phone Number].

We sincerely regret any concern or inconvenience this matter may cause you.

Sincerely,

[Name/Signature]

[Title]

[Company Name]