Date

[Company Name]  
[Address, CITY, STATE, Zip]

To

[The Recipient]  
[Address, CITY, STATE, Zip]

Dear Customer,

We, at the City Bank, are excited to break the news that we are upgrading our digital services for the convenience of our loyal customers.

You no longer have to go to our website to log in and make transactions that many customers complained about owing to the slow speed. We have developed an app for both Android and iOS users to download in their cellphones.

Not only that you can make money transactions with this, but a lot of new options have also been added. From getting credit on your mobile phones, paying to digital entertainment portals like Netflix, Amazon Prime to paying for food delivery, you can manage everything from this app now.

Nonetheless, there is one sad news as you will have to make your login and choose a password once again because while upgrading our system, we lost the customers’ data.

Please make sure you choose a 7-letter password with at least one capital letter and one numerical digit. Once you fill the online form on the app, you will get pin code from us with which you can enter your account without entering your login details each time.

We request you to not share your pin code and login details with anyone. The bank will not be held accountable in case of misuse. However, we assure you of our full cooperation in such an unfortunate incident.

Should you have any queries, please visit your local branch to meet Mr. Alex or call him at [X].

Sincerely,

Manager  
City Bank