

Apology Email for Unauthorized Transaction Error

Subject: Apology Regarding Unauthorized Transaction

Dear [Customer Name],

We are reaching out to express our deepest apologies for the unauthorized transaction that appeared on your account dated [date]. We understand the seriousness of this matter and regret the stress and inconvenience caused.

Our fraud protection team has already reversed the charge and implemented additional security measures to safeguard your account. You will also receive a new debit card within the next 5 working days.

Please accept our apologies once again, and do not hesitate to reach out to our 24/7 customer support if you have further concerns.

Warm regards,

[Bank Representative Name]

Customer Care Team

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