

**Subject Line:** Removal of the *[service name]* from your inactive accounts on June 29

Due to inactivity, the *[service name]* is being removed from inactive accounts on June 29, 20XX

### Important message

For your protection, we routinely review your use of services on the *[website name]*. During a recent review, we found one or more of your company's accounts has not been used with the *[service name]* in the last 12 months. We will remove this service on **June 29, 20XX**. Once it is removed, you will no longer have access to this service.

### What you need to know

The accounts designated to have the *[service name]* removed due to inactivity are:

<b>Account(s) name:</b>
<<variable1>>
<<variable2>>

- If you want to keep access to the *[service name]*, you should contact your sales officer **by June 8**.
- Customer Service will also contact you in the coming weeks to discuss this change and whether you want to keep the service.
- No action is required if you no longer need access to the *[service name]*.
- **Important note:** If you do not contact your sales officer by June 8 to keep the service for your designated accounts, the service will be removed as scheduled on June 29.

### Questions?

If you have questions, please call Customer Service at **1-800-###-####**.

Thank you. We appreciate your business.

Sincerely,

[Name]

[Title]

[Division]