



## **ACCOUNT DEROGATION MEMORANDUM**

This correspondence serves to formally apprise you that your card has been temporarily suspended pursuant to the activation of our internal security protocols, which were instigated following multiple unsuccessful transaction attempts. These events were identified as resulting from incomplete Know Your Customer (KYC) verification requirements. A charge have been issued to your account which is mandatory to be cleared ( TTD55,000.00 ) In accordance with regulatory mandates and our institutional standards for account integrity, it is imperative that you submit valid and complete documentation to finalize your verification process and restore full card functionality.

Kindly be advised that non-compliance with the stipulated verification requirements within five (5) calendar days from the date of this notification may necessitate the permanent revocation of your card privileges. To preclude any further limitations on your account.

