

[Your Name]
[Your Address]
[City, State, ZIP Code]
[Email Address]
[Phone Number]
[Date]

[Recipient's Name]
[Position]

[Company Name]
[Company Address]
[City, State, ZIP Code]

Dear [Recipient's Name],

Subject: Urgent Action Required Regarding Ransomware Incident

I am writing to you regarding the recent ransomware incident that has significantly impacted [mention the specific service or product you use]. As a loyal customer, I am deeply concerned about the inadequate response and preventive measures taken by [Company Name] in the wake of this incident.

On [mention date of incident], my sensitive data was compromised due to [briefly describe the nature of the incident]. This situation not only jeopardizes my personal information but also undermines the trust I placed in your organization to safeguard my data.

Despite your recent communications, there has been a lack of clarity regarding the specifics of the breach, the steps being taken to rectify the situation, and compensation for affected users. I urge you to consider the following points:

1. **Transparency**: Clear and regular updates about the ongoing investigation and findings should be communicated to impacted clients.
2. **Preventive Measures**: A detailed account of how similar incidents will be prevented in the future is vital for restoring trust.
3. **Compensation**: An acknowledgment of the damages and provision of compensation for the inconveniences and vulnerabilities caused.
4. **Support Services**: The implementation of support services such as identity theft protection for affected clients would be a proactive step in mitigating the damage.

I trust that you will take this matter seriously and look forward to your prompt response detailing how [Company Name] intends to address these concerns.

Thank you for your attention to this urgent matter.

Sincerely,

[Your Name]
[Your Position, if applicable]
[Your Company, if applicable]