



Draft email template for communicating with your users

Subject:

Action Required: Complete your proof of Identity document renewal by Monday 30th September.

Email:

Dear [USERNAME],

As part of our ongoing commitment to keeping your account secure and compliant, we're letting you know it's time to renew your identity documents.

The Identity Verification renewal is essential for keeping your account safe and secure, allowing you to access our services without interruptions. It also ensures we comply with global compliance standards.

Please share your official identity proof documentation (e.g. Passport, Driving License or National ID Card) by Monday 30th September. If you miss this deadline your payouts will be temporarily restricted until your documents are submitted.

If you have any questions or need assistance with the renewal process, please don't hesitate to contact our support team at [SUPPORT INFO].

We appreciate your prompt attention towards this matter and your continued trust in our service.

Sincerely,

[PLATFORM NAME/CONTACT NAME]