

# SMS Templates

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## SMS Template for Welcome Message

**SMS Template:** Thank you for subscribing to receiving SM from {Business Name}. You will receive alerts via SMS. Login here to change preferences anytime: {Website Link}

**Sample SMS:** Thank you for subscribing to receiving SMS from ABC Digital. You will receive alerts via SMS. Change your preferences anytime:

## SMS Templates for Account Status Notifications

### Account Activation Confirmation

**SMS Template:** Dear Customer, your {Business Name} account has been successfully activated on {activation date}. Welcome to our service!

**Sample SMS:** Your ABC Digital account has been successfully activated on 17/04/2023. Welcome to our service!

### Account Deactivation Confirmation

**SMS Template:** Dear Customer, Your {Business Name} account has been deactivated on {deactivation date}. Thank you for using our service.

**Sample SMS:** Dear customer, Your ABC Digital account has been deactivated on 17/04/2023. Thank you for using our service.

### Account Suspension Notification

**SMS Template:** Your {Business Name} account has been suspended on {suspension date} due to {reason}. Please contact customer service for assistance.

**Sample SMS:** Your ABC Digital account has been suspended on 17/04/2023 due to suspicious activity. Please contact customer service for assistance.

## **Account Reactivation Notification**

**SMS Template:** Your {Business Name} account has been reactivated on {reactivation date}. Thank you for your patience.

**Sample SMS:** Your ABC Digital account has been reactivated on 17/04/2023. Thank you for your patience.

## **Account Closure Notification**

**SMS Template:** Your {Business Name} account has been closed on {closure date}. We regret to see you go.

**Sample SMS:** Your ABC Digital account has been closed on 17/04/2023. We regret to see you go.

# **SMS Templates for OTP Messages**

## **OTP for App/Account Login**

**SMS Template:** {OTP Number} is your one-time password to log in to your {Business Name} account. Do not share this password with anyone.

**Sample SMS:** 548967 is your one-time password to log in to your ABC Digital account. Do not share this password with anyone.

## **OTP for Online Transaction**

**SMS Template:** Use OTP {OTP Number} to complete your online transaction through {Business Name}. The OTP expires in 7 minutes.

**Sample SMS:** Use OTP 596678 to complete your online transaction through ABC Digital. The OTP expires in 7 minutes.

## OTP for Password Reset

**SMS Template:** Use OTP {OTP Number} to reset your password for {Business Name}. The OTP expires in 5 minutes.

**Sample SMS:** Use OTP 459876 to reset your password for ABC Digital. The OTP expires in 5 minutes.

## SMS Templates for Transaction Notifications

### Deposit Confirmation

**SMS template:** You deposited {transaction amount} into your {Company Name} account. Date: {transaction date}. Your current balance is {current balance}

**Sample SMS:** You deposited 1000 into your ABC account. Date: 17/04/2023. Your current balance is 5000.

### Transfer Confirmation

**SMS template:** You have {transaction type} \${transaction amount} to {recipient name} on {transaction date}. Your current balance is {current balance}.

**Sample SMS:** You have transferred 200 to John on 17/04/2023. Your current balance is 4300.

### Low Account Balance Alert

**SMS template:** Your account balance is {account balance}. Please ensure sufficient funds to avoid {fee}.

**Sample SMS:** Your account balance is below 1000. Please ensure sufficient funds to avoid overdraft fees.

## Withdrawal Confirmation

**SMS template:** You have {transaction type} {transaction amount} on {transaction date}. Your current balance is {current balance}.

**Sample SMS:** You have withdrawn 500 on 17/04/2023. Your current balance is 4500.

## Bill Payment Confirmation

**SMS template:** Your {transaction type} of {transaction amount} on {transaction date} has been successful.

**Sample SMS:** Your bill payment of 100 on 17/04/2023 has been successful.

## SMS Templates for Promotional SMS

### Refer a Friend SMS

**SMS Template:** Invite your friends to [company name] and earn a referral bonus of [amount] when they sign up using your unique code. Your unique code is [CODE].

**Sample SMS:** Invite your friends to XYZ Bank and earn a referral bonus of 50 when they sign up using your unique code. Your unique code is REFERME2.

### Boost Your Earnings SMS

**SMS Template:** Refer more friends and earn more rewards with [company name]. For every [number] successful referrals, get an additional bonus of [amount].

**Sample SMS:** Refer more friends and earn more rewards with ABC Bank. For every 3 successful referrals, get an additional bonus of 100.

# Fraud and Security Notifications

## Login from Unrecognized Device Notification

**SMS Template:** A login attempt was made from an unrecognized device on {date}. If this was not you, please contact customer service immediately.

**Sample SMS:** A login attempt was made from an unrecognized device on 12/04/2023. If this was not you, please contact customer service immediately.

## Account Access Notification

**SMS Template:** Your account was accessed from {location} on {date}. If this was not you, please contact customer service immediately.

**Sample SMS:** Your account was accessed from Delhi on 11/04/2023. If this was not you, please contact customer service immediately.

## Unauthorized Transaction Alert

**SMS Template:** We have detected an unauthorized transaction on your account. Please contact customer service immediately to report the incident.

**Sample SMS:** We have detected an unauthorized transaction on your account. Please contact customer service immediately to report the incident.

## Suspicious Activity Alert

**SMS Template:** We have detected suspicious activity on your account {UserName}t. Please contact customer service immediately to resolve the issue.

**Sample SMS:** We have detected suspicious activity on your account John123. Please contact customer service immediately to resolve the issue.

## Password Reset Confirmation

**SMS Template:** Your account password has been reset on {reset date}. If you did not authorize this change, please contact customer service immediately.

**Sample SMS:** Your account password has been reset on 17/04/2023. If you did not authorize this change, please contact customer service immediately.

## **Account Lockout Notification**

**SMS Template:** Your account has been temporarily locked due to multiple unsuccessful login attempts. Please contact customer service to unlock your account.

**Sample SMS:** Your account has been temporarily locked due to multiple unsuccessful login attempts. Please contact customer service to unlock your account.

## **Account management notifications**

### **Account Balance Notification**

**SMS Template:** Your current account balance is {balance} as of {date}. Thank you for banking with us.

**Sample SMS:** Your current account balance is 5000 as of 17/04/2023. Thank you for banking with us.

### **Loan Repayment Reminder**

**SMS Template:** Your loan repayment of {amount} is due on {date}. Please ensure timely payment to avoid late fees.

**Sample SMS:** Your loan repayment of 500 is due on 15/04/2023. Please ensure timely payment to avoid late fees.

### **Account Update Notification**

**SMS Template:** Your account information has been updated on {update date}. Please contact customer service if you did not authorize this change.

**Sample SMS:** Your account information has been updated on 14/04/2023. Please contact customer service if you did not authorize this change.

## **Account Statement Notification**

**SMS Template:** Your monthly account statement for {month} is available for download on our website. Thank you for banking with us.

**Sample SMS:** Your monthly account statement for March 2023 is available for download on our website. Thank you for banking with us.

## **Bill payment notifications**

### **Bill Payment Confirmation Notification**

**SMS Template:** Your bill payment of {amount} to {company name} has been processed on {date}. Thank you for using our services.

**Sample SMS:** Your bill payment of 100 to XYZ Company has been processed on 10/04/2023. Thank you for using our services.

### **Bill Payment Reminder Notification**

**SMS Template:** Your bill payment of {amount} to {company name} is due on {date}. Please ensure timely payment to avoid late fees.

**Sample SMS:** Your bill payment of 200 to ABC Company is due on 20/04/2023. Please ensure timely payment to avoid late fees.

### **Bill Payment Decline Notification**

**SMS Template:** Your bill payment to {company name} has been declined. Please ensure sufficient funds are available to make the payment.

**Sample SMS:** Your bill payment to XYZ Company has been declined. Please ensure sufficient funds are available to make the payment.



## Bill Payment Overdue Notification

**SMS Template:** Your bill payment of {amount} to {company name} is overdue. Please make the payment at the earliest to avoid any disruptions in services.

**Sample SMS:** Your bill payment of 300 to XYZ Company is overdue. Please make the payment at the earliest to avoid any disruptions in services.

## SMS Templates for Insurance Companies

### Insurance Policy Renewal SMS

**SMS Template:** Your insurance policy [policy number] is due for renewal on [date]. Please renew your policy to continue enjoying uninterrupted coverage.

**Sample SMS:** Your insurance policy XYZ12345 is due for renewal on 30/04/2023. Please renew your policy to continue enjoying uninterrupted coverage.

### Insurance Expiry SMS

**SMS Template:** Your insurance policy [policy number] is expiring on [date]. Renew your policy now to continue enjoying uninterrupted coverage.

**Sample SMS:** Your insurance policy XYZ12345 is expiring on 30/04/2023. Renew your policy now to continue enjoying uninterrupted coverage.

### Insurance Claim Approval SMS

**SMS Template:** Your insurance claim with claim number [claim number] has been approved. The payment will be credited to your account within [number] days.

**Sample SMS:** Your insurance claim with claim number ABC12345 has been approved. The payment will be credited to your account within 7 days.

### Retirement Planning SMS

**SMS Template:** Plan for your retirement with [company name]. Get personalized advice and

consultation on your pension and retirement savings.

**Sample SMS:** Plan for your retirement with XYZ Bank. Get personalized advice and consultation on your pension and retirement savings.

## **Pension Update SMS**

**SMS Template:** Your pension account has been updated. View your latest balance and contribution report on [company name] website or app.

**Sample SMS:** Your pension account has been updated. View your latest balance and contribution report on ABC Bank website or app.

## **SMS Templates For Investment Companies**

### **Investment Portfolio Update SMS**

**SMS Template:** Dear [Client Name], your investment portfolio has gained [X]% over the past quarter. Contact us to discuss your investment strategy.

**Sample SMS:** Dear John, your investment portfolio has gained 7.8% over the past quarter. Contact us to discuss your investment strategy.

### **Market Trends and Insights**

**SMS Template:** Dear [Client name], [X index] has increased by [Y]% this month, driven by [insert reason]. Contact us to discuss your investment strategy.

**Sample SMS:** Dear John, APU index has increased by 9% this month, driven by a foreign merger. Contact us to discuss your investment strategy.

### **New Investment Opportunities**

**SMS Template:** Dear [Client name]! We have identified a potential investment that aligns with your investment goals and risk tolerance. Contact us for more information.

**Sample SMS:** Dear John! We have identified a potential investment that aligns with your investment goals and risk tolerance. Contact us for more information.

## Retirement Planning Reminder

**SMS Template:** {Client Name}, It's never too early to start saving for retirement. Contact us to discuss your retirement plan.

**Sample SMS:** John! It's never too early to start saving for retirement. Contact us to discuss your retirement plan.

## Stock Decrease Alert

**SMS Template:** Dear [Client Name], [Stock name] stock has decreased by [X]% over the past week. Contact us to discuss your portfolio strategy.

**Sample SMS:** Dear John, APU stock has decreased by 13% over the past week. Contact us to discuss your portfolio strategy.

## Investment Performance Recap SMS

**SMS Template:** [Client Name], Over the past [period], your investment portfolio has gained [X]%. Contact us to discuss your investment strategy.

**Sample SMS:** John Over the past 1 year, your investment portfolio has gained 7.9%. Contact us to discuss your investment strategy.

## Investment Seminar Invitation SMS

**SMS Template:** Join us for an investment seminar on [insert topic]. Register now to secure your spot: [Registration Link]

**Sample SMS:** Join us for an investment seminar on [insert topic]. Register now to secure your spot:

## Risk Assessment Reminder

**SMS Template:** {Client Name}, It's important to reassess your risk tolerance periodically. Contact us to review your investment strategy.

**Sample SMS:** John, It's important to reassess your risk tolerance periodically. Contact us to review your investment strategy.

## SMS Templates EMI Messages

### EMI Bounce Message

**SMS Template:** Your EMI payment of [amount] due on [date] has been declined due to insufficient funds. Please ensure sufficient funds are available to avoid late fees.

**Sample SMS:** Your EMI payment of 300 due on 15/04/2023 has been declined due to insufficient funds. Please ensure sufficient funds are available to avoid late fees.

### EMI Message

**SMS Template:** Your EMI of [amount] for [product name] is due on [date]. Please ensure sufficient funds are available in your account for a hassle-free payment experience.

**Sample SMS:** Your EMI of 200 for your laptop purchase is due on 15/05/2023. Please ensure sufficient funds are available in your account for a hassle-free payment experience.

## SMS Templates for Customer Service

### Complaint Acknowledgement SMS

**SMS Template:** Thank you for registering your complaint with [company name]. Your complaint number is [Complain Number]. You should receive a response in [number] working days.

**Sample SMS:** Thank you for registering your complaint with ABC Banking. Your complaint number is 0765. You should receive a response in 2 working days.

## Service interruption SMS

**SMS Template:** Dear customer! We're experiencing a temporary service interruption. Our teams are working to resolve the problem. We'll update you when the service is restored.

**Sample SMS:** Dear Customer! We're experiencing a temporary service interruption. Our teams are working to resolve the problem. We'll update you when the service is restored.

## Service Maintenance SMS

**SMS template:** Dear customer, Our services will temporarily be unavailable from 2 {Start Time} to {End Time} for maintenance. We apologize for the inconvenience.

**Sample SMS:** Dear customer, Our services will temporarily be unavailable from 2 am to 6 am for maintenance. We apologize for the inconvenience.

## Request for Feedback SMS

**SMS Template:** Dear customer, your feedback is important to us. Please rate your recent experience with our customer service on a scale of 1 to 5, where 1 is poor and 5 is excellent.

**Sample SMS:** Dear customer, your feedback is important to us. Please rate your recent experience with our customer service on a scale of 1 to 5, where 1 is poor and 5 is excellent.

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