

[Company Name]  
[Address Line 1]  
[Address Line 2]  
[City, State, Zip Code]  
[Phone Number]

[Date]

[Customer Name]  
[Customer Address]  
[City, State, Zip Code]

Re: Notice of Error Investigation - Account Number: [Account Number]

Dear [Customer Name],

We have completed our investigation into the error you reported to us on [Date Report Received] regarding [Brief Description of Alleged Error].

**Investigation Outcome:**

[Option 1: Error Corrected]

We have determined that an error did occur. We have corrected the error by [Description of correction, e.g., crediting your account in the amount of \$XXX.XX]. This adjustment will appear on your next billing statement.

[Option 2: No Error Found]

Based on our investigation, we have determined that no error occurred. Our records indicate that [Explanation of why the transaction/information is correct].

[Option 3: Different Error Found]

Our investigation found that an error occurred, but it was different from the one you described. We have [Description of correction made] to resolve this matter.

**Right to Request Documentation:**

You have the right to request copies of the documents we used in our investigation. If you would like to receive these documents, please contact us at [Phone Number] or write to us at the address listed above.

If you have any further questions regarding this matter, please feel free to reach out to our Customer Service department.

Sincerely,

[Name/Signature]  
[Title]  
[Company Name]