

[Your Company Name]
[Customer Service Department]
[Street Address]
[City, State, Zip Code]

[Date]

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

Subject: Acknowledgment of Transaction Dispute - Case #[Reference Number]

Dear [Customer Name],

We have received your formal notice regarding a disputed transaction on your account [Account Number ending in XXXX]. This letter serves as official acknowledgment that your claim has been filed and is currently under review.

Dispute Details:

- **Transaction Date:** [Date of Transaction]
- **Merchant Name:** [Merchant Name]
- **Transaction Amount:** [Amount]
- **Reason for Dispute:** [Reason provided by customer]

Our investigation process typically takes between [Number] to [Number] business days. During this time, we may contact you if additional documentation or information is required to resolve the matter.

[Optional: A provisional credit of [Amount] has been applied to your account while we investigate. Please note that this credit may be reversed if the dispute is found in favor of the merchant.]

No further action is required from you at this moment. We will notify you in writing once a final decision has been reached.

If you have any questions, please contact our dispute department at [Phone Number] or email us at [Email Address].

Sincerely,

[Name/Signature]
[Job Title]
[Your Company Name]