

Subject: Sincere Apology: Delay regarding your fraud claim investigation - [Case Number]

Dear [Customer Name],

I am writing to sincerely apologize for the delay in responding to your recent fraud claim, reference number [Case Number]. We understand how distressing situations involving potential unauthorized activity can be, and we regret that we did not provide you with a timely update.

Due to an unexpectedly high volume of inquiries, our investigation process has taken longer than anticipated. Please be assured that your security is our top priority, and our fraud department is currently conducting a thorough review of your account and the transactions in question.

At this stage, we expect to have a definitive resolution or a detailed progress report for you by [Date]. We are working diligently to resolve this matter and ensure your account is fully protected.

In the meantime, if you have any additional information or further questions, please reply directly to this email or call our dedicated support line at [Phone Number].

Thank you for your patience and for being a valued customer.

Sincerely,

[Your Name]

[Your Job Title]

[Company Name]