

[Company Name/Bank Name]
[Department Name]
[Address]
[City, State, Zip Code]

[Date]

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

Subject: Acknowledgment of Forged Indorsement Claim

Dear [Customer Name],

We have received your formal notification regarding a disputed transaction involving a forged indorsement. This letter serves as our official acknowledgment of your claim.

Claim Details:

- **Account Number:** [Account Number]
- **Check/Reference Number:** [Check Number]
- **Transaction Amount:** \$[Amount]
- **Transaction Date:** [Date]
- **Case Reference Number:** [Case Number]

We have initiated an investigation into this matter. Our fraud department will review the documents provided and coordinate with the necessary financial institutions to verify the validity of the indorsement.

The investigation process typically takes between [Number] to [Number] business days. We will notify you in writing once a determination has been made or if additional information is required from your side.

If you have any questions or further evidence to provide, please contact our Dispute Resolution Team at [Phone Number] or via email at [Email Address].

Thank you for your patience while we resolve this matter.

Sincerely,

[Signature]
[Name of Representative]
[Title]
[Company Name]