

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

[Date]

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

Subject: Acknowledgment of Request for Substitute Check Image

Dear [Customer Name],

We are writing to acknowledge receipt of your request dated [Date of Request] for a copy of a substitute check image regarding your account ending in [Last Four Digits of Account Number].

We are currently processing your request. You can expect to receive the requested documentation via [Mail/Email/Secure Message Portal] within [Number] business days. Please note that a service fee of \$[Amount] may be applied to your account for this request, as per our standard fee schedule.

Transaction Details:

- Check Number: [Check Number]
- Transaction Date: [Date]
- Amount: \$[Amount]

If you have any questions or if you did not authorize this request, please contact our Customer Service Department immediately at [Phone Number] or visit your local branch.

Thank you for banking with [Bank Name].

Sincerely,

[Bank Representative Name]
[Title]