

[Your Name/Business Name]

[Business Address]

[City, State, Zip Code]

[Phone Number]

[Email Address]

[Date]

[Merchant Services Name]

[Bank/Processor Name]

[Department Name, e.g., Claims Department]

[Address]

**Subject: Formal Claim for Missing Merchant Account Deposit**

Dear Customer Service Team,

I am writing to formally report a missing deposit regarding my merchant account, number [Your Merchant ID Number].

According to our point-of-sale records and daily batch reports, a settlement was processed on [Date of Transaction/Batch]. However, as of [Current Date], the funds have not been credited to our linked business bank account.

The details of the missing deposit are as follows:

- **Batch Number:** [Insert Number]
- **Batch Date:** [Insert Date]
- **Total Deposit Amount:** \$[Insert Amount]
- **Expected Settlement Date:** [Insert Date]

I have attached the batch summary report and a copy of my recent bank statement showing that the funds are missing. Please investigate this discrepancy and ensure the funds are transferred to our account immediately.

I look forward to a prompt resolution. Please confirm receipt of this letter and provide a reference number for this claim.

Sincerely,

[Your Signature]

[Your Printed Name]

[Your Title/Position]