

Date: [Insert Date]

To:

[Customer Name]

[Customer Address]

[City, State, Zip Code]

Subject: Letter of Resolution for ATM Cash Dispensing Claim

Dear [Customer Name],

This letter is to formally notify you regarding the resolution of your claim filed on [Date of Claim Filing] concerning an ATM transaction error.

Claim Details:

Transaction Date: [Date of Transaction]

ATM Location/ID: [Location or Terminal ID]

Claim Reference Number: [Reference Number]

Disputed Amount: [Amount Not Dispensed]

Investigation Outcome:

After a thorough review of the ATM electronic journals, physical cash counts, and transaction logs, we have reached the following conclusion:

[Select one option below and delete the others]

- **Approved:** Our records confirm a discrepancy. A credit of [Amount] has been permanently applied to your account [Account Number ending in XXXX].
- **Partially Approved:** Our records confirm a partial discrepancy. A credit of [Amount] has been applied to your account, representing the verified undispensed funds.
- **Denied:** Our investigation shows that the ATM successfully dispensed the full amount requested and the internal cash balance was correct. No credit will be issued.

If a provisional credit was previously issued to your account during this investigation, it has now been made permanent. If your claim was denied, any provisional credit previously provided will be reversed on [Date of Reversal].

If you have any questions or require further documentation regarding this investigation, please contact our Dispute Department at [Phone Number] or visit your local branch.

Sincerely,

[Name/Signature]

[Title]

[Bank Name]