

**[Bank Name]**  
[Branch Address]  
[City, State, Zip Code]

**[Date]**

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

**RE: Acknowledgment of Forged Signature Claim**

Account Number: [Account Number]  
Claim Reference Number: [Reference Number]

Dear [Customer Name],

We have received your formal claim dated [Date of Claim] regarding an alleged forged signature on the following transaction(s):

- Transaction Date: [Date]
- Check/Reference Number: [Number]
- Amount: [Amount]

This letter serves as official acknowledgment that we have opened an investigation into this matter. Our fraud department is currently reviewing the documents provided and comparing the signatures on file.

Please be advised that the investigation process typically takes [Number] business days. During this time, we may contact you if additional information or a notarized Affidavit of Forgery is required.

Once the investigation is complete, we will notify you in writing of our findings and any actions taken regarding your account balance.

If you have any questions, please contact our Fraud Department at [Phone Number] and quote your reference number.

Sincerely,

[Bank Representative Name]  
[Title]  
[Bank Name]