

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

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

Subject: Acknowledgment of Altered Check Dispute - Claim #[Reference Number]

Dear [Customer Name],

We are writing to acknowledge receipt of your formal dispute filed on [Date] regarding an alleged altered check on your account ending in [Last 4 Digits of Account Number].

Transaction Details:

Check Number: [Check Number]
Amount Charged: [Amount]
Date Posted: [Date]

We have initiated an investigation into this matter. As part of this process, we will review the check image for signs of alteration to the payee name, amount, or date. We may contact you if additional documentation or a signed affidavit is required to proceed.

Our investigation will typically be completed within [Number] business days. We will notify you in writing of our findings and any credits that may be applied to your account as a result of this claim.

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

Sincerely,

[Name/Signature]
[Title]
[Bank Name]