

[Company Name]
[Address Line 1]
[City, State, Zip Code]
[Date]

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

RE: Update on Investigation - Altered Check Claim

Claim Number: [Claim Number]

Check Number: [Check Number]

Dear [Customer Name],

We are writing to provide an update regarding the investigation into your claim of an altered check, which was submitted on [Date of Initial Claim].

Our investigation department is currently reviewing the details of the transaction and coordinating with the financial institution where the check was deposited. At this time, the investigation remains open as we await [specific pending item, e.g., images of the original document / a response from the third-party bank].

We understand the importance of resolving this matter promptly. We anticipate having a final determination or a further update for you by [Expected Completion Date].

No further action is required from you at this moment. If we require additional information or documentation to proceed, we will contact you immediately.

Thank you for your patience as we work to resolve this issue.

Sincerely,

[Staff Name/Department Name]
[Company Name]
[Phone Number]