

[Company Name]
[Department Name]
[Street Address]
[City, State, Zip Code]
[Phone Number]

[Date]

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

Re: Notice of Error Resolution

Reference Number: [Case/Claim Number]
Account Number ending in: [Last 4 Digits]

Dear [Customer Name],

We are writing to inform you that we have completed our investigation regarding the error you reported on [Date Error Reported].

Investigation Outcome:

[Select one option and delete the others]

- **Error Confirmed:** We have determined that an error did occur. As a result, we have corrected the error and credited your account in the amount of \$[Amount] on [Date]. This amount includes any relevant fees or interest charges.
- **Partial Error Confirmed:** We have determined that an error occurred in part. We have credited your account in the amount of \$[Amount] for the portion of the claim that was validated.
- **No Error Found:** Our investigation concluded that no error occurred. Based on our records [Briefly state reason, e.g., the transaction was authorized via your mobile device].

Final Status of Provisional Credit:

[If applicable] The provisional credit previously issued to your account on [Date] has now been made permanent.

[Or] The provisional credit previously issued to your account on [Date] will be withheld/reversed on [Date] because the investigation concluded no error occurred.

If you disagree with our findings, you have the right to request copies of the documents we relied upon during our investigation. Please contact us at [Phone Number] or write to us at the address above to request these materials.

Thank you for your patience during this process.

Sincerely,

[Your Name/Signature]
[Title]
[Company Name]