

[Date]

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

Re: Status of Fraud Investigation - Wire Transfer Reference #[Reference Number]

Dear [Customer Name],

We are writing to provide an update regarding your inquiry dated [Date of Inquiry] concerning the wire transfer sent on [Date of Transfer] in the amount of [Amount].

Our Fraud Investigation Department is currently reviewing the transaction. Please find the current status of your claim below:

Status: [In Progress / Pending External Bank Response / Completed]

Investigation Details:

[Insert brief description of steps taken, e.g., We have contacted the receiving institution to request a recall of funds.]

Please be advised that the recovery of funds depends on the cooperation of the receiving bank and the availability of funds in the recipient's account. This process typically takes [Number] business days to reach a final resolution.

We will notify you in writing as soon as the investigation is concluded or if additional documentation is required from your side. If you have any new information regarding this matter, please contact our Fraud Department at [Phone Number] or [Email Address].

Thank you for your patience and cooperation.

Sincerely,

[Name of Representative]
[Title]
[Financial Institution Name]