

[Date]

[Customer Name]

[Customer Address]

[City, State, Zip Code]

Subject: Status Update for Wire Transfer Reference #[Reference Number]

Dear [Customer Name],

Thank you for contacting us regarding the status of your pending wire transfer. We have investigated the transaction and provide the following update:

Transaction Details:

- Reference Number: [Reference Number]
- Date Initiated: [Date]
- Amount: [Currency/Amount]
- Recipient: [Recipient Name]
- Current Status: [Pending / Processing / Held for Verification]

Status Explanation:

[Insert reason: e.g., The transfer is currently undergoing standard security verification / We are awaiting confirmation from the intermediary bank / The transaction was initiated after the daily cutoff time.]

Next Steps:

[Insert action: e.g., No further action is required from your side / Please provide a copy of the invoice to proceed / We expect the funds to reach the destination by Date.]

We apologize for any inconvenience this delay may cause. If you have additional questions, please contact our support team at [Phone Number] or reply to this email.

Sincerely,

[Your Name/Department]

[Bank/Company Name]