

[Date]

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

Subject: Response to Inquiry Regarding Returned Wire Transfer - Reference #[Reference Number]

Dear [Customer Name],

We are writing in response to your inquiry dated [Date of Inquiry] regarding the status of your outgoing wire transfer sent on [Date of Original Transfer] in the amount of [Amount].

Our records indicate that this wire transfer was returned to our institution by the receiving bank on [Date of Return]. The reason provided for the return is: [Reason for Return, e.g., Incorrect Account Number/Insufficient Instructions].

The funds have been credited back to your account number ending in [Last 4 Digits of Account] as of [Date of Credit]. Please note that the returned amount may reflect a deduction of [Amount of Fees] for intermediary bank processing fees and our standard return handling fee.

To re-initiate this transfer, please verify the recipient's banking details and submit a new wire transfer request. Ensure that the beneficiary name, account number, and SWIFT/BIC/Routing code are accurate to avoid future delays.

If you have further questions or require a copy of the return notification, please contact our Wire Department at [Phone Number] or visit your local branch.

Sincerely,

[Your Name/Department Name]
[Bank Name]