

Date: [Insert Date]

To:

[Customer Name]

[Customer Address]

[City, State, Zip Code]

Subject: Notification of Fraud Investigation Findings and Account Status

Dear [Customer Name],

We are writing to inform you that we have completed our investigation regarding the suspicious activity on your account, [Account Number], which led to its temporary suspension on [Date of Suspension].

Our fraud investigation team has reviewed all relevant transactions, login data, and documentation. Based on our findings, we have reached the following conclusion:

Investigation Outcome: [Select one: Activity Validated / Fraud Confirmed / Inconclusive]

Account Status:

[Option A: If account is being restored]

We have determined that the activity was not fraudulent. Your account access has been fully restored. We recommend updating your password and enabling two-factor authentication to ensure continued security.

[Option B: If fraud was confirmed]

Our investigation confirmed unauthorized access. As a result, this account will remain permanently closed to protect our network and your personal information. Any remaining undisputed funds will be handled according to our terms of service.

If you have any questions regarding these findings or wish to provide additional information for reconsideration, please contact our Security Department at [Phone Number] or [Email Address] referencing Case ID: [Insert Case Number].

Thank you for your patience and cooperation during this process.

Sincerely,

[Name/Department]

[Company Name]

[Company Contact Information]