

[Date]

[Customer Name]

[Customer Address]

[City, State, Zip Code]

Subject: Notification of Fraud Investigation Findings - Case #[Case Number]

Dear [Customer Name],

We are writing to inform you that we have completed our investigation into the unauthorized transactions reported on your account on [Date of Report].

Based on our review of the evidence and account activity, we have determined that the transactions totaling \$[Total Amount] were indeed fraudulent. As a result, we have authorized a full reimbursement to your account.

Summary of Findings:

- Total Number of Transactions: [Number]
- Total Disputed Amount: \$[Amount]
- Date(s) of Activity: [Dates]
- Investigation Result: Confirmed Fraud

Action Taken:

A credit in the amount of \$[Total Amount] has been applied to your account ending in [Last 4 Digits of Account]. You should see this reflected in your balance within [Number] business days. Any fees or interest charges incurred as a direct result of these fraudulent transactions have also been reversed.

Next Steps:

To ensure the continued security of your account, we have [Action Taken, e.g., issued a new card / updated your security credentials]. Please ensure you destroy any old cards and update your passwords immediately.

If you have any further questions regarding this investigation, please contact our Fraud Department at [Phone Number] between the hours of [Hours of Operation].

Sincerely,

[Name of Investigator/Department Head]

[Company Name]

[Fraud Department]