

[Date]

[Customer Name]

[Customer Address]

[City, State, Zip Code]

Re: Acknowledgment of ATM Error Inquiry - Case Number: [Reference Number]

Dear [Customer Name],

We have received your inquiry regarding an error encountered at an Automated Teller Machine (ATM) on [Date of Transaction] involving the amount of [Amount].

We are currently investigating the matter. Our team will review the transaction logs and perform a physical reconciliation of the ATM. We aim to resolve this inquiry within [Number] business days.

If the error is confirmed, the necessary adjustments will be applied to your account. We will notify you in writing of the final outcome of our investigation.

Thank you for your patience.

Sincerely,

[Name of Representative]

[Department Name]

[Financial Institution Name]