

[Date]

[Customer Name]

[Customer Address]

[City, State, Zip Code]

Subject: Notice of Investigation Results - ATM Claim #[Claim Number]

Dear [Customer Name],

We have completed our investigation into the ATM error claim you submitted on [Date of Claim] regarding a transaction at [ATM Location/Address] on [Date of Transaction] in the amount of \$[Amount].

After a thorough review of the transaction logs, internal electronic journals, and the physical cash balance of the ATM in question, we have determined that no error occurred. Our records indicate that the transaction was processed successfully and the requested funds were dispensed correctly.

As a result, your claim for a refund has been denied. If a provisional credit was previously applied to your account, it will be reversed on [Date of Reversal]. Please ensure that your account has sufficient funds to cover this adjustment.

You have the right to request copies of the documents and data we relied upon during our investigation. If you wish to receive these documents or have any questions regarding this decision, please contact us at [Phone Number] or visit your local branch.

Sincerely,

[Bank Name]

[Department Name]

[Contact Information]