

[Bank Name]
[Department Name]
[Street Address]
[City, State, Zip Code]
[Date]

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

Subject: Notice of Extension for ATM Error Investigation

Dear [Customer Name],

We are writing to provide an update regarding your notification of an error involving an Automated Teller Machine (ATM) transaction dated [Date of Transaction] in the amount of \$[Amount].

While we have begun our investigation into this matter, we require additional time to complete our review of the transaction logs and machine records. According to our procedures and applicable regulations, we are extending the investigation period.

Status of Funds:

In accordance with our policy, we have placed a provisional credit in the amount of \$[Amount] into your account [Account Number] as of [Date]. You will have full access to these funds while we finalize our investigation. Please note that if we determine no error occurred, this provisional credit will be withdrawn from your account.

Timeline:

We expect to complete our investigation within [Number] business days. We will notify you in writing of the final results and our decision regarding the transaction.

We apologize for any inconvenience this delay may cause. If you have any questions or additional documentation to provide, please contact our Customer Service Department at [Phone Number] or visit your local branch.

Sincerely,

[Name of Bank Representative]
[Title/Department]
[Bank Name]