

[Your Name/Department]
[Financial Institution Name]
[Street Address]
[City, State, Zip Code]

[Date]

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

Subject: Final Resolution for ATM Error Inquiry - Case #[Reference Number]

Dear [Customer Name],

We are writing to inform you that we have completed our investigation into the ATM transaction error you reported on [Date of Report] regarding the transaction at [ATM Location/ID] on [Transaction Date].

Investigation Findings:

Our review of the ATM electronic logs, physical cash balances, and internal processing records has confirmed that an error [did/did not] occur. Specifically, we found that: [Insert Brief Explanation, e.g., the machine failed to dispense the requested amount/the transaction was processed correctly].

Final Resolution:

Based on these findings, we have taken the following action:

- [Option A: A permanent credit of \$[Amount] has been applied to your account ending in [Last 4 Digits].]
- [Option B: The provisional credit previously issued on [Date] has now been made permanent.]
- [Option C: We have determined no error occurred. As a result, the provisional credit issued on [Date] will be withdrawn from your account on [Date].]

This concludes our investigation into this matter. If you have any additional documentation or information you believe we should consider, or if you have any questions regarding this decision, please contact our Customer Service Department at [Phone Number] or visit your local branch.

Thank you for your patience and for choosing [Financial Institution Name].

Sincerely,

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