

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

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

Re: Status Update for Identity Theft Claim - Case #[Case Number]

Dear [Customer Name],

We are writing to provide you with an update regarding the investigation into the identity theft claim you filed on [Date Claim Filed].

Current Status: [In Progress / Pending Additional Documentation / Nearing Completion]

At this time, we have completed the following steps:

- [List step taken, e.g., Reviewed disputed transactions]
- [List step taken, e.g., Secured affected account(s)]

Next Steps:

Our team is currently [Description of what is being worked on]. We estimate that the investigation will be completed by [Estimated Completion Date].

[Optional: We require additional information from you to proceed. Please provide: [List missing documents] by [Deadline Date].]

Once the investigation is finalized, we will notify you in writing of the outcome and any permanent adjustments made to your account. We have placed a temporary freeze on the disputed amounts while this process continues.

If you have any questions or have received additional information regarding this matter, please contact our Fraud Department at [Phone Number] or [Email Address].

Sincerely,

[Name/Signature]
[Title]
[Company Name]