

Date: [Date]

Recipient Name: [Employee/Payee Name]

Address: [Street Address]

City, State, Zip: [City, State, Zip]

Subject: Notice of Direct Deposit Trace and Pending Investigation

Dear [Employee/Payee Name],

This letter is to formally notify you that we have initiated a payment trace regarding your direct deposit scheduled for [Payment Date] in the amount of \$[Amount].

Our records indicate that the funds were transmitted to the following account on file:

- **Bank Name:** [Bank Name]
- **Account Number (Last 4 digits):** [####]
- **Routing Number:** [Routing Number]

Because you have reported that these funds were not received, we have opened an investigation with our financial institution. The bank is currently conducting a trace to locate the funds or confirm if the transaction was rejected by the receiving branch.

Investigation Details:

- **Trace Reference Number:** [Reference Number]
- **Estimated Timeframe:** [Number of days, e.g., 3-5 business days]

Please note that we cannot issue a replacement payment until the bank confirms the status of the original funds. If the funds are returned to our account, we will process a new payment to you immediately. If the trace confirms the funds were successfully deposited into the account listed above, you may need to contact your bank directly to resolve the matter.

We will notify you as soon as we receive an update from the bank. If you have any questions in the meantime, please contact [Department Name] at [Phone Number] or [Email Address].

Sincerely,

[Your Name/Signature]

[Your Title]

[Company Name]