

Date: [Insert Date]

To:

[Recipient Name]

[Recipient Address]

[City, Country, Post Code]

Subject: Response to International Direct Deposit Trace Inquiry - [Transaction Reference Number]

Dear [Recipient Name],

We are writing in response to your inquiry regarding the status of an international direct deposit sent on [Payment Date] in the amount of [Currency and Amount].

We have completed a trace of this transaction through our international banking partners. Please find the results of the investigation below:

Transaction Details:

- **Sender Name:** [Sender Name]
- **Beneficiary Bank:** [Bank Name]
- **Account Number/IBAN:** [Account Number]
- **SWIFT/BIC Code:** [Swift Code]
- **Trace Status:** [Confirmed Delivered / Returned / In Progress]

Investigation Findings:

[Insert detailed explanation, e.g., The funds were successfully deposited into the beneficiary account on Date, OR The funds were rejected by the receiving bank due to incorrect account details and have been credited back to the sender.]

If the funds have been confirmed as delivered but are not visible in the account, we recommend providing the attached **Bank Reference Number (UETR)** to the receiving bank's investigation department to locate the credit.

If you have further questions, please contact our support team at [Phone Number] or [Email Address].

Sincerely,

[Your Name]

[Your Title]

[Organization Name]