[Company Name]
[Address Line 1]
[Address Line 2]
[City, State, Zip Code]
[Phone Number]

[Date]

[Customer Name]
[Customer Address Line 1]
[Customer City, State, Zip Code]

RE: Stop Payment Investigation - Account Number Ending in [Last 4 Digits]

Dear [Customer Name],

We have completed our investigation regarding your request to stop payment on the following item:

- **Check/Reference Number:** [Number]
- **Amount:** $[Amount]
- **Payee:** [Payee Name]
- **Date of Request:** [Date]

Our records indicate that the item listed above was presented and cleared your account on [Date Item Cleared].

Because the item was processed and paid prior to the receipt or final processing of your stop payment order, we are unable to reverse the transaction at this time. We recommend contacting the payee directly to arrange for a refund or credit.

If you believe the item was cleared due to an error on our part, or if you have any further questions, please contact our Customer Service Department at [Phone Number] or visit your local branch.

Sincerely,

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