

[Your Company Name]
[Your Address]
[City, State, Zip Code]
[Date]

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

RE: Request for Additional Information Regarding Dispute - Account [Account Number]

Dear [Customer Name],

We have received your correspondence dated [Date of Customer Letter] regarding a dispute on your account. We take these matters seriously and wish to conduct a thorough investigation into your claim.

At this time, we are unable to proceed with the investigation because the information provided is insufficient to identify the specific error or transaction being disputed. To help us resolve this matter, please provide the following details:

- The specific transaction date(s) and amount(s) being contested.
- The specific reason for the dispute (e.g., unrecognized charge, incorrect amount, services not received).
- Any supporting documentation, such as receipts, police reports, or previous correspondence related to the issue.
- A clear description of why you believe the information currently on file is inaccurate.

Please submit this information to our office by [Deadline Date] via mail to the address above or via email to [Email Address].

Once we receive the necessary details, we will continue our investigation and notify you of the results within [Number] business days. If we do not hear from you by the date requested, we will consider this dispute closed based on the information currently available.

Thank you for your cooperation.

Sincerely,

[Your Name/Department]
[Your Title]
[Company Name]