

[Company/Bank Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State, Zip Code]

Subject: Notification of Declined Foreign Exchange Transaction

Dear [Customer Name],

We are writing to inform you that we were unable to process your recent foreign exchange transaction request submitted on [Date] for the amount of [Amount and Currency].

The transaction has been declined due to **insufficient settlement funds** in your designated account [Account Number Ending in XXXX]. To complete a foreign exchange contract, the full settlement amount plus applicable fees must be available at the time of execution.

As a result of this decline, the following status applies:

- Transaction Reference Number: [Reference Number]
- Status: Cancelled
- Action Required: Ensure sufficient cleared funds are available before re-initiating the request.

Please note that exchange rates are subject to market volatility. Any subsequent requests will be processed at the prevailing market rate at the time of the new transaction.

If you believe this is an error, or if you have recently deposited funds that may not yet be reflected in your cleared balance, please contact your Relationship Manager or our Customer Support team at [Phone Number] or [Email Address].

Thank you for your prompt attention to this matter.

Sincerely,

[Sender Name/Department]

[Company/Bank Name]