

[Company Name]  
[Department Name]  
[Company Address]  
[City, State, Zip Code]  
[Phone Number]

[Date]

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

Subject: Acknowledgment of Dispute - Case #[Reference Number]

Dear [Customer Name],

We have received your formal dispute regarding [briefly describe item, e.g., Transaction ID #12345 or Account Number Ending in 6789] dated [Date of Customer's Dispute].

This letter is to confirm that we have opened a formal investigation into this matter. Our team is currently reviewing the documentation you provided along with our internal records.

We aim to resolve all disputes as quickly as possible. You can expect a written response regarding the outcome of our investigation by [Date - typically 30 days from receipt]. If we require any additional information from you during this time, we will contact you immediately.

No further action is required from you at this moment. If you have any questions, please contact our customer service department at [Phone Number] and reference your case number listed above.

Sincerely,

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