

Current Date: [Date]

To: [Customer Name]

[Customer Address]

[City, State, Zip Code]

Subject: Notice of Provisional Credit regarding Case #[Case Number]

Dear [Customer Name],

This letter is to inform you that we have received your report regarding an error involving an electronic funds transfer on your account ending in [Last 4 Digits of Account Number].

While we continue our investigation into this matter, we have applied a provisional credit to your account in the amount of \$[Amount] as of [Date]. This credit allows you the use of these funds during the investigation period.

Please be advised of the following:

- The investigation may take up to [Number of Days] days to complete.
- If we determine that no error occurred, we will notify you in writing and the provisional credit will be removed from your account.
- If we confirm an error occurred, we will notify you and the credit will become permanent.

If you have any questions regarding this notice, please contact our Customer Service department at [Phone Number].

Sincerely,

[Name of Financial Institution]

[Department Name]