

[Your Name]
[Your Address]
[Your City, State, Zip Code]
[Your Phone Number]
[Your Email Address]

[Date]

[Name of Financial Institution]
[Department Name, if known]
[Address]
[City, State, Zip Code]

Subject: Request for Information Regarding Electronic Funds Transfer Error (Claim #[Your Claim Number])

Dear [Name of Contact Person or Customer Service Department],

I am writing to formally request additional information and documentation regarding the investigation of the Electronic Funds Transfer (EFT) error I reported on [Date you reported the error].

On [Date of Letter/Notice], I received a notice from your institution regarding the outcome of my claim. To better understand how the determination was reached, I am requesting copies of all documents, records, and evidence that your institution relied upon during the investigation of this error, as permitted under the Electronic Fund Transfer Act and Regulation E.

Specifically, please provide:

- Copies of any internal logs or transaction records related to the transfer.
- Documentation showing the location and device used for the transaction.
- Any signature or authorization records associated with the transfer.
- A detailed explanation of the findings that led to your conclusion.

Please send these documents to the address listed above at your earliest convenience. If there are any fees associated with reproducing these documents, please notify me before processing the request.

Thank you for your prompt attention to this matter.

Sincerely,

[Your Signature]

[Your Printed Name]
[Your Account Number - partial/last 4 digits for security]