

[Date]

[Customer Name]

[Customer Address]

[City, State, Zip Code]

Subject: Notification of Delay in Check Clearing Due to System Outage

Dear [Customer Name],

We are writing to inform you of a temporary technical issue that has affected our check processing systems. Due to an unexpected system outage that occurred on [Date of Outage], there is currently a delay in the clearing and settlement of checks deposited or issued through your account.

Our technical team has resolved the underlying issue, and we are working diligently to process the backlog of transactions. We anticipate that all affected checks will be fully processed by [Expected Resolution Date].

Please be advised of the following:

- **Funds Availability:** The availability of funds from recent deposits may be delayed beyond our standard timeframe.
- **Pending Transactions:** Checks you have issued may take longer than usual to appear as cleared on your statement.
- **Fees:** Any overdraft or late fees incurred as a direct result of this system outage will be waived or reimbursed.

We apologize for any inconvenience this may cause and appreciate your patience as we restore normal operations. If you have urgent concerns regarding a specific transaction, please contact our customer service team at [Phone Number] or visit your local branch.

Sincerely,

[Sender Name/Department]

[Financial Institution Name]