

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

[Date]

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

Re: Notice of Dispute Resolution and Account Balance Adjustment

Dear [Customer Name],

We are writing to inform you that we have completed our investigation regarding the dispute you filed on [Date of Dispute] concerning your account number ending in [Last 4 Digits of Account].

Investigation Outcome:

After a thorough review of our records and the information provided, we have determined that [a correction is required / the disputed amount was billed in error]. As a result, we have adjusted your account balance accordingly.

Adjustment Details:

- **Reference Number:** [Reference Number]
- **Adjustment Amount:** [Amount]
- **Adjustment Type:** [Credit/Debit]
- **Date Applied:** [Date]

New Account Summary:

Your current outstanding balance as of [Current Date] is [**New Balance Amount**].

This adjustment will appear on your next billing statement. If you have already made a payment that covers this balance, please disregard the payment request portion of this notice.

If you have any further questions or require additional clarification regarding this resolution, please contact our Customer Support team at [Phone Number] or via email at [Email Address].

Thank you for your patience and for being a valued customer.

Sincerely,

[Sender Name]
[Title/Position]
[Company Name]