

[Your Company Name]
[Your Address]
[City, State, Zip Code]
[Date]

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

Subject: Notice of Dispute Resolution Outcome - Insufficient Documentation

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 [Transaction/Account Reference Number].

After a thorough review of the information provided, we have determined that the documentation submitted was insufficient to support your claim. Specifically, the following information was missing or required further clarification:

- [List missing documents or specific information needed]

As a result, we are unable to rule in your favor at this time, and the dispute has been closed. Any temporary credits previously applied to your account, if applicable, will be reversed on [Date].

If you have additional evidence or documentation that was not included in your initial submission, you may reopen this dispute by submitting the required materials to [Department Name/Email] within [Number] business days.

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

Sincerely,

[Your Name/Signature]
[Your Title]
[Your Contact Information]