

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

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

Subject: Acknowledgment of Fraudulent Account Dispute - Case #[Reference Number]

Dear [Customer Name],

We have received your formal dispute regarding the account(s) listed below, which you have identified as fraudulent or opened without your authorization:

- Account Type: [e.g., Credit Card / Personal Loan]
- Account Number (Partial): [XXXX-XXXX-XXXX-1234]
- Date Reported: [Date]

This letter serves as official acknowledgment that we are investigating your claim. We have placed a temporary block on the disputed account(s) to prevent further unauthorized activity while the investigation is ongoing.

Our team will review the documentation you provided and may contact you if additional information is required. You can expect a written response regarding the outcome of our investigation within [Number of Days, e.g., 30] business days.

If you have any questions in the meantime, please contact our Fraud Department at [Phone Number] and reference your case number: [Reference Number].

Sincerely,

[Name/Signature]
[Title]
[Company Name]