

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

[Date]

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

Subject: Status Update Regarding Your Account Dispute - Case #[Case Number]

Dear [Customer Name],

We are writing to provide you with a status update regarding the dispute you filed on [Date of Dispute Submission] concerning [Account Number/Transaction Detail].

Current Status: [In Progress / Pending Information / Resolved]

Summary of Investigation:

[Provide a brief description of what has been reviewed so far, e.g., transaction logs, merchant records, or internal audits].

Next Steps:

[Detail what the customer needs to do or what the company is doing next, e.g., "We are currently awaiting a response from the merchant" or "No further action is required from you at this time"].

We estimate that the final resolution will be completed by [Estimated Resolution Date]. We will notify you in writing as soon as the investigation is finalized.

If you have any additional information or documents that may assist us in this matter, please submit them via [Submission Method] or contact our support team at [Phone Number].

Thank you for your patience as we work to resolve this matter.

Sincerely,

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