

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

[Date]

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

Subject: Acknowledgment of Disputed Balance - Account Number: [Account Number]

Dear [Customer Name],

This letter is to formally acknowledge that we have received your notice regarding a disputed balance on your account in the amount of \$[Amount].

We have initiated an internal review of the transaction(s) in question. During this investigation period, the disputed portion of your balance will be marked as "Under Review." You are not required to pay the disputed amount while the investigation is ongoing; however, please continue to make payments on any undisputed balances to keep your account in good standing.

Our team aims to resolve this matter within [Number] business days. We may contact you if additional documentation or information is required to complete our assessment.

Once the investigation is complete, we will notify you in writing of our findings and any adjustments made to your account.

Thank you for your patience and for bringing this to our attention.

Sincerely,

[Your Name/Department Name]  
[Company Name]