

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

[Date]

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

**RE: Notice of Ongoing Investigation Regarding Account #[Account Number]**

Dear [Consumer Name],

This letter is to update you regarding the dispute you filed on [Date of Dispute] concerning the debt associated with the account referenced above.

We are currently in the process of conducting a thorough investigation into the claims and documentation you provided. While we aim to resolve all disputes promptly, we require additional time to complete our review and verify the information with the original creditor/internal records.

We anticipate that the investigation will be completed by [Projected Completion Date]. Once our review is finalized, we will notify you in writing of the outcome and any actions taken regarding the account status.

During this investigation period, we have marked the account as "Disputed" in our records and with the relevant credit reporting agencies, as required by law.

If you have any further questions or have additional documentation to provide, please contact our dispute department at [Phone Number] or via mail at the address listed above.

Sincerely,

[Your Name/Department Name]  
[Company Name]