

[Date]

[Customer Name]

[Customer Address]

[City, State, Zip Code]

Subject: Investigation Results for Balance Correction Dispute - Account [Account Number]

Dear [Customer Name],

We have completed our investigation regarding the dispute you filed on [Date] concerning the balance of your account.

Investigation Outcome:

[Select one: The dispute has been resolved in your favor / The dispute has been partially resolved / The original balance has been found to be correct.]

Findings:

[Insert brief explanation of findings, e.g., We identified a processing error / All transactions were verified as authorized / A credit of \$XXX.XX has been applied.]

Action Taken:

- [Action 1: e.g., Your account balance has been adjusted to \$XXX.XX.]
- [Action 2: e.g., Interest charges related to this error have been waived.]
- [Action 3: e.g., No further changes will be made to the account.]

If you disagree with these results or have additional documentation you would like us to review, please contact our Dispute Resolution Department at [Phone Number] or reply to this letter within [Number] days.

Thank you for your patience during this process.

Sincerely,

[Name/Signature]

[Title]

[Company Name]