

8 Email – Tier 2 to Investigate

Dear [insert name],

Thank you for your recent discrepancy enquiry. Your dispute has been processed and case number [insert case number] created.

This email is to advise that I will now be investigating the case in more detail and may contact you to request further information.

You do not need to do anything at this stage, however if you would like an update, please call the Branch Support Centre. I will aim to resolve your case within 10 working days, and as a minimum will be in contact at that point with an update.

[Support/FAQ sheet to be attached with this email]

Kind regards,

[insert name/signature]