

Customer Account Investigation Pause

Date: [Insert Date]

To: [Customer's Name]

[Customer's Address]

Dear [Customer's Name],

We are writing to inform you that your account investigation has been temporarily paused. This decision has been made to ensure that all details are thoroughly reviewed and any concerns you may have are addressed appropriately.

The pause on your account will remain in effect until [Insert Date], at which point we will reevaluate the situation and provide you with an update. We appreciate your patience and understanding during this process.

If you have any questions or need further assistance, please do not hesitate to contact our customer support team at [Insert Contact Information].

Thank you for your cooperation.

Sincerely,

[Your Name]

[Your Position]

[Your Company]

[Your Company Contact Information]