

# Chargeback Reminder

Dear [Customer Name],

We hope this message finds you well. We are writing to remind you about the pending investigation regarding the chargeback related to Invoice #[Invoice Number], dated [Invoice Date].

Please be advised that your chargeback request is currently under review, and we kindly ask for your cooperation in providing any additional information that may assist in resolving this matter promptly.

To ensure a smooth investigation, please reply to this email or contact us at [Your Contact Information] with any relevant details.

Thank you for your attention to this matter. We appreciate your prompt response.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Your Company Contact Information]