

Response Explaining Missing Documentation - Professional

Subject: Response Regarding Missing Documentation - Audit [Reference Number]

Dear [Auditor Name],

Thank you for your inquiry dated [date] regarding documentation that could not be located during the audit process. I am writing to explain the circumstances surrounding the missing records and to provide alternative documentation where available.

Regarding the following items:

[Document Type 1]: [Explanation of why document is unavailable - e.g., destroyed in fire/flood, lost during office relocation, beyond retention period, never created due to informal process at the time]

Alternative Documentation Provided: [Describe substitute records such as secondary records, third-party confirmations, reconstructed documents, affidavits]

[Document Type 2]: [Explanation]

Alternative Documentation Provided: [Describe alternatives]

We acknowledge that our record retention practices during [time period] were inadequate and have since implemented a comprehensive document management system to prevent future gaps in our records. Our current policy ensures that all required documents are maintained for [retention period] in both physical and electronic formats with redundant backup systems.

We have made every reasonable effort to reconstruct the missing information through [describe efforts - contacting vendors, reviewing bank statements, interviewing personnel] and believe the alternative documentation provided sufficiently substantiates the transactions in question.

We are committed to full cooperation with this audit and stand ready to provide any additional information within our capability.

Sincerely,

[Your Name]

[Your Title]

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