

## Consumer International Wire Transfer Dispute Form

Once completed and signed, please mail or fax to: **Mail:** Xceed Financial Federal Credit Union, Attn: Operations, 888 N. Nash Street, El Segundo, CA 90245 **Fax:** 310.322.8961. You must contact us within 180 days of the date we promised to you that the funds would be made available to the recipient.

### Member Information

Member Name \_\_\_\_\_ Daytime Phone Number \_\_\_\_\_

Address \_\_\_\_\_

Membership Number \_\_\_\_\_ Account Number(s) \_\_\_\_\_

### Error or Problem with the International Wire Transfer

You must contact us within 180 days of the date we promised to you that the funds would be made available to the recipient. **Please identify the error or problem with the International Wire Transfer below and select the remedy available for the error.**

#### Error Identified

Incorrect amount paid by wire transfer sender.  Failure to make funds available to the recipient by the date disclosed

If the error or problem with the transfer is NOT listed above, please describe why you believe it is an error or problem:

Xceed Financial Federal Credit Union upon receipt of this CONSUMER INTERNATIONAL WIRE DISPUTE FORM will complete its investigation in 90 days or less and you will be notified of the results of our investigation. Should you choose to resend the wire transfer, that remedy may be unavailable if the error occurred because you (the sender) provided incorrect or insufficient information.

### International Wire Transfer Information

Wire Date \_\_\_\_\_ Amount \$ \_\_\_\_\_ Confirmation No.# \_\_\_\_\_

### Recipient Information

Name \_\_\_\_\_ Phone Number \_\_\_\_\_

Address \_\_\_\_\_ Country \_\_\_\_\_

### Account Holder Authorization

I am an authorized signer, or otherwise have authority to act, on the debit (funding) account identified in this statement. I have read this statement in its entirety and attest that the information provided on this statement is true and correct and that the signature below is my own proper signature and acknowledge receipt of a copy, which should be retained for my records.

Member/Account Holder Signature \_\_\_\_\_ Date \_\_\_\_\_

Identification Used (type, ID number, expiration date) \_\_\_\_\_

### Credit Union Use Only

Dispute was received in or by  Person  Fax  Mail

Dispute accepted by (name & number) \_\_\_\_\_

Financial Center name & number \_\_\_\_\_

### Operations

Dispute Resolution:  Approved & Amount Credited \_\_\_\_\_  Declined

Notes \_\_\_\_\_

Dispute Processed By \_\_\_\_\_

Central Operations Center Management Approval \_\_\_\_\_ Date \_\_\_\_\_

## Consumer International Wire Transfer Dispute Form

### Consumer International Wire Transfer (“Remittance Transfer”) Error Resolution and Cancellation Disclosures

What to do if you think there has been an error or problem:

If you think there has been an error or problem with your remittance transfer:

- Call us at 800.932.8222; or
- Write us at Xceed Financial Federal Credit Union, Attn: Operations, 888 N. Nash Street, El Segundo, CA 90245.

You must contact us within 180 days of the date we promised to you that funds would be made available to the recipient. When you do, please tell us:

1. Your name, address and telephone number;
2. The error or problem with the transfer, and why you believe it is an error or problem;
3. The name of the person receiving the funds, and if you know it, his or her telephone number or address;
4. The dollar amount of the transfer; and
5. The confirmation code or number of the transaction.

We will determine whether an error occurred within 90 days after you contact us and we will correct any error promptly. We will tell you the results within three business days after completing our investigation. If we decide that there was no error, we will send you a written explanation. You may ask for copies of any documents we used in our investigation.

What to do if you want to cancel a remittance transfer:

You have the right to cancel a remittance transfer and obtain a refund of all funds paid to us, including any fees. In order to cancel, you must contact us at the [phone number or e-mail address] above within 30 minutes of payment for the transfer.

When you contact us, you must provide us with information to help us identify the transfer you wish to cancel, including the amount and location where the funds were sent. We will refund your money within three business days of your request to cancel a transfer as long as the funds have not already been picked up or deposited into a recipient’s account.

