



667 S. Maine St. Fallon, NV 89406 ~ 775.423.7444 ~ www.mycfcu.org

Electronic Funds Transfer Error Resolution Notice

In Case of Errors or Questions about Your Electronic Transfers

Telephone us at 775-423-7444 or write to:

Churchill County Federal Credit Union

667 South Maine Street

Fallon, NV 89406

Email: info@mycfcu.org

As soon as you can, if you think your statement or receipt is wrong, or if you need more information about a transfer listed on the statement or receipt.

We must hear from you no later than 60 days after we sent the FIRST statement on which the problem or error appeared.

Please provide us with the following information:

1. Your name and account number;
2. A description of the error or the transfer you are unsure about, and why you believe it is an error or need more information;
3. The dollar amount of the suspected error.

Our Investigation Process

- We will determine whether an error occurred within 10 business days after we hear from you and will correct any error promptly.
- If we need more time, we may take up to 45 days to investigate your complaint or question.
- If we do this, we will provisionally credit your account within 10 business days for the amount you think is in error, so you will have use of the money during the time it takes us to complete our investigation.
- If we ask you to put your complaint or question in writing and we do not receive it within 10 business days, we may not provisionally credit your account.

Results of Our Investigation

- We will tell you the results within 3 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 the documents we used in our investigation.

Note: Credit unions may substitute 14 business days for provisional credit if the account is new or if the error involves a point-of-sale or foreign-initiated transaction. This language is based on Regulation E Model Form A-3.

Sincerely,

Churchill County Federal Credit Union