

ERROR RESOLUTION POLICY



For every stage of life™

In case of errors, unauthorized transactions, or questions about your electronic transfers and/or statement, contact the credit union as soon as possible. We can be reached by telephone at (602) 264-6421 (toll free 1-866-264-6421) or by mail: Arizona Central Credit Union, P.O. Box 11650, Phoenix, Arizona 85061-1650.

We must hear from you no later than 60 days after we sent the first statement on which the problem or error appeared. (1) Tell us your name and account number, if applicable. (2) Describe the error or the transfer you are unsure about, and explain as clearly as you can why you believe it is an error or why you need more information. (3) Tell us the dollar amount of the suspected error.

If you tell us verbally, we may require you to send us your complaint or question in writing within 10 business days. We will tell you the results of our investigation within 10 business days, or 20 days for foreign-initiated transactions and all transfers resulting from point-of-sale debit card transactions. After we hear from you, we will correct any error promptly. If we need more time, however, we may take up to 45 days, or 90 days for foreign-initiated transactions and all transfers resulting from point-of-sale debit card transactions, to investigate your complaint or question. If we decide to do this, we will re-credit your account within 10 business days, or 20 days for foreign-initiated transactions and all transfers resulting from point-of-sale debit card transactions, for the amount you think is in error so that you will have the 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 re-credit your account.

If we decide that there is no error, we will send you a written explanation within three business days after we finish our investigation. You may ask for copies of the documents that we used in our investigation.

(602) 264-6421 ■ Toll Free 1-866-264-6421
www.azcentralcu.org