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Error Resolution Notice-Electronic Transactions

In Case of errors or questions about your electronic transfers, telephone us at (520) 384-2822 or 1(800) 428-2822 or write us at the address listed above 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) business days after we sent the FIRST statement on which the problem or error appeared. Your letter should include:

1. Your name and account number.
2. A description 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. The dollar amount of the suspected error.

If you tell us verbally, we require that you send us your complaint or questions in writing within (10) business days. We will investigate your complaint and will correct any error promptly. If we take more than (10) business days to do this, we will credit your account 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. In some cases, we may take up to (45) days to investigate your complaint or question.

If we decide there is not an error, you will be sent a written explanation within (3) business days after the investigation is finished.