

IN CASE OF ERRORS OR QUESTIONS ABOUT YOUR ELECTRONIC TRANSFERS

Telephone us at (888) 272-8228 or (210) 750-8333 or write us at PO Box 691730, San Antonio, TX 78269 as soon as you can, if you think your consumer statement or receipt is wrong or if you need more information about a transfer on the statement or receipt.

- (1) Tell us your name and account number.
- (2) Describe the error or the transfer you are unsure about, and explain as clearly as you can why you believe there is an error or why you need more information.
- (3) Tell us the dollar amount of the suspected error.

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. This applies to consumers only.

Please examine this statement at once. If no error is reported within 60 days, the account will be considered correct.

THIS IS PROVIDED TO HELP YOU BALANCE YOUR STATEMENT		CHECKES OUTSTANDING	
		NO.	AMOUNT
YOUR BALANCE SHOWN ON THIS STATEMENT	\$ _____		
ADD + (IF ANY) DEPOSITS NOT SHOWN ON THIS STATEMENT	\$ _____		
TOTAL	\$ _____		
SUBTRACT - (IF ANY) CHECKS OUTSTANDING	\$ _____		
BALANCE	\$ _____		
SHOULD AGREE WITH YOUR CHECK BOOK BALANCE			
		TOTAL	

IF YOU HAVE A CHANGE OF ADDRESS, UPDATE IT INSIDE ONLINE BANKING OR NOTIFY US IN WRITING.

Federally insured by NCUA.

