



## **Error Resolution and Cancellation Disclosure For Remittance Transfers - Consumer International (USD / FX)**

### **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, contact us:

- Call: U.S. Bank 24-Hour Banking: 800.872.2657 (We accept relay calls)
- Visit: Any U.S. Bank Branch Office
- Write: U.S. Bank, Wire Transfer Dept, PO Box 64830, St. Paul, MN 55164-0830

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 Wire PAR or Disclosure 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 888.799.4737 Option 2 **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.