



ERROR RESOLUTION NOTICE

Notice to Members:

In case of an error or questions regarding your electronic transfers, give us a call at 337-477-9190 or submit your request in writing and mail it to Southwest Louisiana Credit Union, 2255 E. McNeese Street, Lake Charles, LA 70607. If there is an error regarding your statement, receipt and/or you would like more information about a transaction, you must notify us within 60 days of receiving your first statement showing the error in question.

When submitting your request, please include the following information in writing:

- Your name, account number and contact information
- A description of the error along with explanation of why you are requesting this specific information
- The dollar amount in question

If you tell us verbally, we may require that you submit a written request with the information referenced above within 10 business days of verbal request. If we do not receive the written request, we will not begin our investigation; therefore your account may not be credited.

Once we receive your request, we will begin the investigation into your request. This may take up to 45 business days. If we find that your request was valid, we will correct the error and credit your account promptly within 10 business days.

If we do not find that your request is valid, we will notify you in writing within 3 business days with an explanation after the investigation is completed. You may request copies of the documents used to complete the investigation.

Thank you for your cooperation,

Southwest Louisiana Credit Union