

**\*\*Notice for Error Resolution and/or Cancellation of an International Wire Remittance Transfer\*\***

**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:

- Call us at 800-580-3300 [or]
- Write us at PO Box 2097, Universal City, TX 78148-2097

You must contact us within 180 days of the date we provided to you when funds would be made available to the recipient. When you do, please tell us:

- (1.) Your name and address;
- (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, the recipient's address; [and]
- (4.) The dollar amount of the transfer; [and]
- (5.) The sequence 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 (3) business days after completing our investigation. If we decide that there was no error, we will send you a written explanation. You may request 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 fees. In order to cancel, you must contact us at 800-580-3300 within 30 minutes of submitting the remittance transfer request.

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 of where the funds were sent. We will refund your money within three (3) business days of your request to cancel a transfer as long as the funds have not already been retrieved or deposited into a recipient's account.