

ASECU Policy Regarding Account Investigations and Dispute/Error Resolution

In the event of questions, errors, reports of fraud or criminal activity, or requests for information concerning the same, you must notify the credit union in writing immediately. Your letter of notification must contain the following:

- Name, as it appears on the account,
- Current address and phone number,
- Account number,
- The dollar amount(s) in question,
- The date the transaction(s) in question occurred,
- A detailed description of the problem. If applicable, an explanation as to why the you believe there is an error or fraud.
- If you are requesting more information, please describe the item you are unsure about and outline clearly what information you are requesting, and
- Signature of account owner.

We must hear from you, in writing, NO LATER THAN 60 days after we sent the first statement on which the item in question appeared. You may telephone us at (330) 792-4000, but doing so will NOT preserve your rights. Your letter may be delivered during regular business hours, or mailed to the credit union main office located at:

Associated School Employees Credit Union
1690 South Canfield Niles Rd
Austintown, Ohio 44515

If it is suspected that a crime or fraud has taken place, then we will require you to file a report with the police department or proper authority located within the jurisdiction in which the incident occurred. This report is mandatory and a copy must be supplied to the credit union immediately upon availability. For your protection, we may temporarily suspend credit union accounts and access, including (but not limited to) savings, checking, debit cards, ATM cards, online account access and loans. Furthermore, we may restrict your transactions and communication to personal visits with valid identification.

We reserve the right to ask for any applicable information or documentation needed for our investigation. In most cases, we will disclose the results of our investigation within 10 business days after we receive the properly completed written correspondence. If the authorities are investigating the matter in question, we will allow a reasonable time for them to conclude their inquiries. If more time is needed, we may take up to 45 days to investigate the claim or question.

We will disclose our findings within 3 business days after we finish our investigation. If we conclude that there was no error or fraud, a loss occurred as a result of your or another financial institution's negligence, or the results of the investigation are inconclusive, you will be required to pay, in full, any disputed amounts due at that time. You may also be subject to payment of expenses incurred in the course of the investigation, including, but not limited to, statement copy fees, research time, and legal expenses. If it is determined that the credit union had committed an error, we will promptly return any monies due, plus any applicable fees.

You have the right to appeal the findings of the investigation to the credit union Board of Directors within 10 calendar days of receiving notification of the conclusion of our investigation. To initiate the appeal, you must submit, in writing, a request to have the matter reviewed by the Board of Directors at a regularly scheduled board meeting. The appeal must explain why you dispute the results of the investigation and provide all supporting documentation. They should also include copies of the original letter of notification and all relevant documentation.

Upon review of the requested appeal, the Chairman of the Board or his/her designate will notify you of the Board's decision by mail within 10 calendar days. All decisions of the credit union Board of Directors is final.