

## **WIRE TRANSFER SERVICE AGREEMENT AND DISCLOSURE**

IDB Global Federal Credit Union  
1300 New York Avenue, Washington DC 20577

**Acceptance of Terms and Conditions:** Wire fund transfers we permit, which are subject to Article 4A of the Uniform Commercial Code, will be subject to such provisions of the Uniform Commercial Code as enacted by the state where the main office of the Credit Union is located. We may execute certain requests for an electronic fund transfer by Fedwire. Fedwire transactions are subject to Federal Reserve Board Regulation J.

**Authenticating Wires/Security Procedures:** The Credit Union may need to suspend processing of a transaction for greater scrutiny or verification in accordance with the applicable law. This action may affect settlement or availability of the transaction. All fund transfers that are requested and initiated by the Credit Union will be screened for compliance with Office of Foreign Asset Control, USA Patriot Act, and anti-money laundering rules and related regulations. Certain transactions may be blocked, funds held and reported, as required by applicable law.

The Credit Union may authenticate the wire request using telephone verification. The wire originator or any owner of the account can complete the call-back verification process. The Credit Union has the right to cancel any wire if they are unable to contact an account owner within two business days.

**Contact Information:** The originator agrees to keep their contact information on file with the Credit Union current, including but not limited to email address, residential address, and phone number and to notify the Credit Union immediately of any change.

**Cutoff Times:** The cut off time to receive Wire Transfer Applications is 3:00 PM on a business day. Business days are Monday – Friday (not including holidays). Any wire transfer request submitted after the cut off time or on Saturday, Sunday, or a holiday, will be processed on the following business day. The cut off time for processing incoming wires is 3:00 PM on a business day. Business days are Monday – Friday (not including holidays). Any incoming wire received after the cut off time or on Saturday, Sunday, or a holiday, will be processed on the following business day. The cut off time to receive Wire Transfer cancellation requests is 3:00 PM on a business day. Business days are Monday – Friday (not including holidays). Any wire transfer cancellation request submitted after the cut off time or on Saturday, Sunday, or a holiday, will be processed on the following business day.

Cut off times may apply to the receipt, execution and processing of fund transfers, payment orders, cancellations, and amendments.

**Inbound Wire Instructions:** If you are receiving a wire transfer to your IDB Global Federal Credit Union account from a different financial institution, you must provide the originating financial institution with your name, account number, and our ABA routing number: 254074183.

By submitting wire transfer applications or incoming wires, you are agreeing to the terms and conditions of this agreement. The Credit Union may amend the terms and conditions of this agreement in the Credit Union's sole discretion at any time.

**Receiving Outbound Wire Requests:** The Credit Union may only receive outbound wire request via a member's online banking account or in-person at the branch. Only in extreme circumstances may the Credit Union accept outbound wire requests via email or fax. The Credit Union may only process wire requests if the originator of the wire is an owner of the account, and the owner is 18 years or older. The Credit Union may not process wire requests if the originator of the wire is not an owner of the account, or Power or Attorney of the account, or does not meet the minimum age requirement.

The Credit Union performs wire transfers as a service to its members and delays, losses or other occurrences that result from the receiving financial institution's policies and procedures are beyond the Credit Union's control. Therefore, the Credit Union is not responsible for providing resolutions to issues caused by the receiving financial institution. The originator is responsible for researching the fees, procedures and policies of the receiving financial institution prior to requesting a wire transfer.

**Remittance Transfers:** If the Credit Union conducts a remittance, transfer (s) on a member's behalf acting as a remittance transfer provider, such transactions will be governed by 12 C.F.R. part 1005, subpart B- Requirements for remittance transfers. A "remittance transfer" is an electronic transfer of funds of more than \$15.00, which is requested by a sender and sent to a designated recipient in a foreign country by a remittance transfer provider. Terms applicable to such transactions may vary from those disclosed herein and will be disclosed to you at the time such services are requested and rendered in accordance with applicable law.

### **Western Union Business Solutions**

The Credit Union is affiliated with Western Union Business Solutions (WUBS) to process international wire transfers. WUBS is a bridge of communication between the beneficiary financial institution and the IDB GLOBAL Federal Credit Union. Western Union provides the currency exchange for international wires.

### **Communications with Western Union**

Wire transfers that require additional information by Western Union Business Solutions to release the wire will be placed on hold until the IDB Global Federal Credit Union is able to gather the information requested directly from the member via email. The member has a period of 48 hours to respond to the email communication from the moment the email is sent to the email address registered on file. If no response is received in a timely manner, the wire will be cancelled. The Credit Union is not liable for possible return fees charged by the beneficiary financial institution.

**Fees:** Fees for all wire transfers may be assessed per the IDB Global Federal Credit Union's Schedule of Fees. The Credit Union has the authority to change wire fees at any point without prior knowledge.

The beneficiary may receive less due to fees charged by the beneficiary's bank and foreign taxes. It is the originator's responsibility to confirm any fees by the beneficiary financial institution prior to the wire being processed. The IDB Global Federal Credit Union is not responsible for any fees charged by the beneficiary financial institution.

**Limited Liability:** It is the responsibility of the originator of the wire to ensure the information on the wire application is valid before submission. The originator will be liable for the wire in accordance with the terms of their request. This means the originator is responsible for any loss or expenses incurred by the Credit Union or any receiving bank, if the information provided in the wire application from is incorrect.

If the Credit Union receives a wire transfer which identifies an intermediary financial institution, beneficiary financial institution, or beneficiary by both name and identifying number, the Credit Union may rely on the information provided to the Credit Union on the wire application form. Primarily, the Credit Union will use the identifying number of the financial institution as the proper identification, even if it identifies an entity other than the name entity in the wire form.

**Accounts with Insufficient Funds:** The Credit Union will debit the member's account for the amount requested on the wire transfer and for any fees related to the wire transfer. The Credit Union reserves the right to cancel a wire request if there are insufficient funds in the account for the amount of the wire and the applicable fee.

**Cancellation Requests:** Any request that we accept to amend or cancel an outgoing wire transfer will be processed within a reasonable time after it is received. You agree to hold us harmless from and indemnify us for all losses and expenses resulting from any actual or attempted amendment or cancellation of the wire transfer.

If your wire transfer has already been deposited into the recipient's account, we can submit a reversal request to the payee's financial institution and attempt to retrieve the funds; however, there is no guarantee that the funds will be returned.

The Credit Union does not have control over the receiving financial institution's willingness or timeliness to comply with our request. The originator will not receive the reimbursement of the wire transfer fee in any cancellation.

**Wire Rejections:** The Credit Union may reject wire transfers in writing. The Credit Union's rejection is effective when emailed. Notice of rejection is sufficient if it indicates that we will not process the outgoing Wire Transfer or are rejecting the incoming Wire Transfer.

**Recall:** The Wire originator may request a recall within 30 days of the wire being processed. The Credit Union is not responsible for the receiving financial institution's willingness or timeliness to comply with our request. The receiving financial institution may charge a fee for the recall request. The Credit Union is not held responsible for fees applied by the receiving financial institution.

**Returns:** The receiving financial institution may return the wire for any reason. Any wires returned to the Credit Union will be promptly credited back to the originator's account. However, due to fees imposed by the receiving financial institution and fluctuation of exchange rates, the credited amount may be different than the original wire amount. Once the funds have been reimbursed, the Credit Union will send an email to the originator to confirm the return of the funds. The Credit Union will not reimburse the wire processing fee for wire returns.

**Communications in Writing:** The member agrees that the Credit Union may provide all communications related to online wire transfer requests in electronic format. All communications in electronic format from the Credit Union will be considered "in writing." The member should print or download a copy of this Agreement and Disclosure form and any other written communication from the Credit Union. All communications that the Credit Union provides to the member in electronic format will be provided either (1.) via email or (2.) by access to a web site. The Credit Union will not send a paper copy of any Communication, unless a member request it or the Credit Union otherwise deems it appropriate to do so. Members can obtain a paper copy of an electronic Communication by printing it themselves or by requesting that the Credit Union mails them a paper copy, provided that such request is made within a reasonable time after the Credit Union first provided the electronic Communication to the member. To request a paper copy, members may submit their request via mail to IDB Global Federal Credit Union, P.O. Box 27377, Washington, DC 20038-7377. A fee may be charged for each paper document requested. Members may withdraw their consent to receive communications in electronic form by sending an email to [creditunion@idbglobalfcu.org](mailto:creditunion@idbglobalfcu.org) at any time via member account secure email or in person. No fees will be imposed to process the withdrawal of consent to receive electronic communications; however, access and use of the international online wire transfer service will be terminated. Any withdrawal of consent to receive electronic Communications will be effective only after the Credit Union has a reasonable period of time to process a withdrawal, including direct contact with the member.

By agreeing to receive all wire transfer disclosures and/or receipts electronically, the member consents to receive all communications regarding online wire transfers electronically. They further agree that their computer satisfies the necessary hardware and software requirements and that they have provided the Credit Union with a current email address at which the Credit Union may send electronic communications to the member.

**Miscellaneous:** The Credit Union is not liable for errors, delays, interruptions, or transmission failures caused by third parties or circumstances beyond our control, including mechanical, electronic, or equipment failure.

The Credit Union may refuse any request to amend or cancel a payment order that we believe will expose the Credit Union to liability or loss.