



banking done different

1440 Rosecrans Avenue, Manhattan Beach, CA 90266
800.854.9846 | kinecta.org

Wire Dispute Form

MAIL and FAX requests: Document can be sent directly to Kinecta by fax to 310.727.8219 or Mailed to: Kinecta Federal Credit Union, Electronic Payment Services department, 1440 Rosecrans Avenue, Manhattan Beach, CA 90266. Wire Transfer disputes must be received within 90 days for domestic wires and 180 days for international wires of the wire transfer date. Fee may apply to recall, amend or to trace the wire. Wire recalls are not guaranteed and no provisional credit will be provided.

SECTION 1	Member Name	
	Member Number	Daytime Phone #
SECTION 2	Wire Date	Wire Amount
	1. Description of error or problem with the transfer, and why you believe it is an error or problem. _____ _____	
	2. The name of the person receiving the funds, and his or her telephone number and address. _____	
	3. The actual dollar amount of the transfer. _____	
SECTION 3	4. Additional Information that may assist Kinecta in conducting the wire transfer research. _____ _____	
	We will determine whether an error occurred within 90 days after you contact us and we will correct any error promptly. We will inform you of the result within three business days after completing our investigation. If we determine that there was an error, we will send you a written explanation of the outcome. You may request copies of any documents we used in determining our decision.	
	Member / Authorized Signer	Date
MSC/MCC	Identification Type & Number	
	CREDIT UNION USE ONLY	
	Dispute was received in <input type="checkbox"/> Person <input type="checkbox"/> Fax <input type="checkbox"/> Phone <input type="checkbox"/> Mail	
	Dispute Accepted By (Name & Number)	
ELECTRONIC PAYMENT SERVICES	Service Center Name & Number	
	Dispute Resolution <input type="checkbox"/> Approved & Amount Credited <input type="checkbox"/> Declined	
	Notes	
ELECTRONIC PAYMENT SERVICES	Dispute Processed By	
	Electronic Payment Services Department Manager Approval	Date