

Consumer Remittance Transfer Explanation of Rights

If you want to cancel your remittance transfer:

You have the right to cancel a remittance transfer within 30 minutes and obtain a full refund of all funds paid to us, including fees.

To cancel, you must call us within 30 minutes at:

(573) 634-1160

You will need to provide the following detail:

1. Your name and account number
2. The US Dollar amount shown on your disclosure

We will refund your money within 3 business days of your cancellation request, as long as the funds have not already been picked up or deposited into a recipient's account.

If you think there has been an error or problem with your remittance transfer:

You must contact us within 180 day of the date we disclosed to you that the funds would be made available to the recipient.

There are three ways to contact us:

- In person
- Call us at:
(866) 998-4617
- Write us at:
Central Bancompany
Regulation E Investigations
P.O. Box 779
Jefferson City, MO 65102-9982

You will need to provide the following detail:

1. Your name, address and telephone number
2. The error or problem with the transfer, and why you believe it is an error or problem
3. The name and address of the person receiving the funds, and if you know it, telephone number
4. The US Dollar amount of the transfer on your account activity, shown on your bank statement
5. The confirmation code (on the disclosure provided at time of request) or transaction code (on your account activity, shown on your bank statement)

You should allow us a total of 93 days to research and report your claim:

- 90 days for research and corrections
- 3 days to inform you of the results

If the investigations proves that there was no error, we will send you a written explanation. You may request copies of all investigation documents.