



Corporate Headquarters
225 Chestnut Street
Rochester, NY 14604

ESL International Wire Transfer

All fields below are required. If all of the information isn't provided, there may be a delay in processing your wire transfer request. If you are not completing this form at a branch, you may fax this completed form to 585.336.1138 **OR** attach it to a secure email through ESL Online Banking (choose 'Support', click on 'Member Center' and choose 'Send us secure email'). **Please type all wire instructions into the body of the secure email as well.** If faxing your wire transfer request, you will also need to send us a secure email through ESL Online Banking with wire instructions included in the email. A receipt will be mailed to you once the wire transfer has been processed.

ESL Member

Name: _____ Member Number: _____
 Address: _____ Account Number: _____
 City/St/Zip: _____ Phone Number: (____) _____
 Purpose of Wire: _____ (If you are faxing this wire request, an ESL Representative will be contacting you regarding this wire.)

Currency Information

Currency Type to Wire: _____
 Amount to be Wired (U.S. Dollars): \$ _____ OR Amount to be Wired (Foreign Currency): _____

Final Recipient

SWIFT/BIC: _____ IBAN/Account Number: _____
 Special Transit Code (STC): _____
 (An STC is needed for the following countries: Australia, Botswana, Brazil, Canada, China, Hong Kong, India, Japan, Kazakhstan, Kenya, Mexico, New Zealand, Nigeria, Russia, Singapore, South Africa and United Kingdom.)
 Financial Institution Name and Address: _____ Recipient's Name and Physical Address: _____
 _____ (No P.O. Boxes)

 Phone Number: (____) _____ Phone Number: (____) _____

Additional Instructions (if applicable):

I understand that I am requesting a wire transfer to move funds from my account to the beneficiary account or account number named above. ESL Federal Credit Union (ESL) will not be liable for any cost or damages including, but not limited to, charges related to insufficient funds, fees, or any losses, delays, and/or charges incurred as a result of incorrect wiring instructions, provided by me. I have a right to cancel a remittance transfer and obtain a refund of all funds paid to ESL, including any fees providing the beneficiary does not take delivery of the remittance transfer. **FOR PERSONAL ACCOUNTS ONLY:** Please refer to page 2 and/or your receipt for important information regarding cancellations and error resolutions for international wires.

Member Signature: _____ Date: _____

FOR INTERNAL USE ONLY

In Person ID Used: _____ ESL Employee: _____ 2nd Verifier: _____
 Not in Person Document used to verify member signature: _____ ESL Employee: _____

FOR PERSONAL ACCOUNTS ONLY

What to do if you think there has been an error or problem with your wire transfer:

- Call us at 585.336.1000 or 800.848.2265 or
- Send a letter to:
ESL Federal Credit Union
P.O. Box 92714
Rochester, NY 14692-8814

You must contact us within 180 days of the date we promised to you that the funds would be available to the beneficiary. When you do, please provide:

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 beneficiary and contact phone number and address.
4. The dollar amount of the transfer.
5. The confirmation number of the wire transfer.

We will determine whether an error occurred within 90 days after you contact us and we will correct an error promptly. We will tell you the results within three business days after completing our investigation. If we decide that there was no error, we will send you a written explanation. You may ask for 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 any fees. In order to cancel, you must contact us at 585.336.1000 or 800.848.2265 within 30 minutes of payment for the transfer.

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

For questions or complaints about ESL Federal Credit Union contact:

National Credit Union Association (NCUA)
800.755.1030
www.ncua.gov

Consumer Financial Protection Bureau
855.411.2372
855.729.2372 (TTY/TDD)
www.consumerfinance.gov