



Corporate Headquarters  
225 Chestnut Street  
Rochester, NY 14604

# ESL International Wire Transfer Request

**All fields below are required.** If all of the information isn't provided, there may be a delay in processing your wire transfer request. You will also receive a phone call from us regarding this wire.

If not completing this form at an ESL branch, please attach completed form to a secure email through ESL Online Banking (see steps below) **OR** fax completed form to 585.336.1138. If your request is over \$2,000, you must send this completed form through secure email.

To send a secure email through ESL Online Banking, please log into your account. Hover over 'Member Center' and click on 'Secure Email.' Choose 'New Message' and then select 'Wire Transfer' from 'Type' drop down.

## ESL Member

Name: \_\_\_\_\_ Member Number: \_\_\_\_\_

Address: \_\_\_\_\_ Account Number: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_ Phone Number: \_\_\_\_\_

(An ESL Representative will be contacting you regarding this wire.)

Purpose of 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/Sort 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: \_\_\_\_\_ 2<sup>nd</sup> 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](http://www.ncua.gov)

Consumer Financial Protection Bureau  
855.411.2372  
855.729.2372 (TTY/TDD)  
[www.consumerfinance.gov](http://www.consumerfinance.gov)