

# INTERNATIONAL WIRE TRANSFER REQUEST FORM



FARMERS INSURANCE  
FEDERAL CREDIT UNION

**Date to be sent:** \_\_\_\_\_ **Member Number** \_\_\_\_\_

**Note:** All information is required. It is highly recommended to obtain wiring instructions from the receiving financial institution for the beneficiary (recipient) of the wire. Incorrect information can result in delays in wire processing and/or loss of funds. International Wire request is subject to additional review and may experience delays. Wire cannot be processed from a Money Market, Online, Premium Trust or Club Accounts. FIGFCU is not liable for any losses suffered due to incorrect information provided. **Your completed and accurate wire form with any attachments must be received by 11:30 AM PST.** Requests received after the deadline will be processed the following business day. Funds are generally received at the other financial institution within four to eight business days and may experience additional delays due to the processing time of the beneficiary financial institution. A service charge will be assessed - See Schedule of Fees. Additional fees may be deducted from your wire as a passthrough by other institutions upon posting final credit, and that the Credit Union shall not be liable for such charges.

<b>1. SENDER/ACCOUNT HOLDER INFORMATION ON FILE</b>	
Account Number: _____	<input type="checkbox"/> Checking <input type="checkbox"/> Savings <input type="checkbox"/> GL (Internal Use Only)
Member Name: _____	
Member Address: _____	
Best Contact Number: _____	Email (if confirmation needed): _____
<b>2. WIRE AMOUNT</b>	
USD Amount: _____ (Numbers Only)	Written Amount: _____ (Letters Only)
<b>3. RECEIVING INTERNATIONAL FINANCIAL INSTITUTION INFORMATION</b>	
International Financial Institution Name: _____	
Address: _____	
City/State/Zip: _____	
Country: _____	SWIFT: _____
Additional Information: _____	
<b>4. INTERMEDIARY BANK INFORMATION</b> (Complete only if using a US correspondent or middle bank)	
Financial Institution Name: _____	
Routing Number: _____	Account Number (if available): _____
Address: _____	
<b>5. RECEIVER'S INFORMATION (BENEFICIARY)</b>	
Name: _____	
Account Number/IBAN/CLABE: _____	
Address: _____	
City/State/Zip: _____	
Country: _____	
Contact Name: _____	Contact Number: _____
<b>6. MISCELLANEOUS/REFERENCE INFORMATION</b>	
<b>7. PURPOSE OF WIRE</b>	

Please attach wiring instructions for Title or Escrow Wires. Wet signature or stylus signature is required. Pre-defined DocuSign signature will not be accepted. A legible copy of a valid photo ID is required for all wire transfers. A callback will be performed on wire requests received via fax, mail, email or phone.

By signing below, I certify that the information provided is correct and I agree with the terms set forth.

**Member's Signature** \_\_\_\_\_ **Date:** \_\_\_\_\_

**CREDIT UNION USE ONLY**

<b>Supervisor Signature:</b> _____	Date: _____
Received By: _____	Date: _____ Department: _____ (only required if the form is not submitted via OnBase)
Verification: <input type="checkbox"/> In-Person/Branch #: _____ <input type="checkbox"/> Intellicheck <input type="checkbox"/> Callback/Completed by: _____	
Security phrase on file <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Removed	<input type="checkbox"/> Verification used: _____

\*Please forward or fax the completed form to the Wire Processing Team at [msc@figfcu.org](mailto:msc@figfcu.org), 323-209-6739\*. If you have any questions, please call us at 323-209-6254.

## **Outgoing Wire Transfer Request Disclosure Agreement**

Domestic and International Wire Transfers services processed by Farmers Insurance Federal Credit Union (Credit Union) as initiated by the member are subject to the terms of this agreement, in which you acknowledge and agree by signing the Wire Request Form.

1. All funds transfer transactions are processed through Fedwire and governed by Federal Reserve's Regulation "J" and UCC4A which determines the rights and liabilities of the parties of the transfer.
2. The Credit Union will not follow any funds transfer instructions that violate the terms of the agreement, nor will the Credit Union follow instructions received that do not allow sufficient time to verify the authenticity of the instructions on the wire transfer request form.
3. The Credit Union has established security procedures to verify the authenticity of funds transfer instructions. You agree that the Credit Union may perform callback to verify your identity by using our standard security verification procedures and to validate the accuracy of all the information on the form.
4. The Credit Union will not be liable for failure to comply with the terms of the funds transfer agreement caused by legal constraint, interruption or failure of transmission and/or communications facilities, labor disputes, war emergency, act of nature, or other circumstances beyond the control of the Credit Union.
5. You must accurately identify beneficiaries of the funds transfer as required on the wire transfer form. The Credit Union and other financial institutions may process the payment order based on the account number alone, even though the number may identify a person other than the beneficiary named. Incorrect or incomplete wire transfer forms may delay the processing of your request. The Credit Union will not be liable for any losses incurred due to an incorrect beneficiary name and/or account number that was provided on the wire transfer request form.
6. If requesting for an International Funds Transfer, it is required that you accurately provide us the name and the routing number of the U.S. intermediary/ corresponding bank as well as the bank name & the SWIFT/BIC code of the final/ beneficiary foreign bank where the funds will be transmitted.
7. As part of the requirement under the Bank Secrecy Act, we are required to report any cash transactions in excess of \$10,000.00 to the Internal Revenue Service. You also acknowledge and agree that the Credit Union may capture and transmit information regarding you and your account (for example, member's name, address, and account number) and regarding beneficiaries (for example beneficiary's name, address and account number) as part of the processing of a payment order.
8. Upon entering into the funds transfer transaction, you agree to indemnify the Credit Union, its agents and employees against any loss, liability, or expense, including attorney's fees, resulting from or arising out of any claim by any person in connection with any matters subject to the agreement, except where applicable by law.
9. The Credit Union shall have the right to charge the amount of any funds transfer request to any of your eligible accounts (legally allowed) at the Credit Union in the event that no account is designated, or in the event that a designated account has insufficient funds to cover the amount of funds transfer request.
10. The Credit Union may charge a service charge for services relating to the sending or receiving of the funds transfer request; such charge(s) are set forth in the schedule of fees and charges. You understand that additional fees may be deducted from your wire by other institutions upon posting final credit, and that the Credit Union shall not be held liable for such charges.
11. Notification of the wire transfer transaction will appear on your periodic account statement. IMAD (Input Message Accountability Data) is available once the wire is processed and may be provided upon member's request.
12. Both Domestic and International wire transfer requests must be received and verified by 11:30 am PST. Wire request received after the cut off time established will be processed the next business day.
13. We have no liability of any nature for delays or mistakes, provided we act in good faith and with reasonable care. We are not responsible for delays or mistakes caused by other parties through whom we transmit funds whether such other parties were selected by you or us.
14. In the event that the wire is rejected by the Beneficiary Financial Institution, you will be notified and funds will be posted to the account where the funds were originally debited from less any applicable fees charged by the other financial institution and/or conversion rate at the time of settlement.

Customer Authorization for International Wire: I acknowledge that I have verified the referenced information and hereby authorize Convera (formerly Western Union Business Solutions (WUBS)) to transfer the funds accordingly. I understand that Convera will use its best efforts to handle the wire transfer that I have requested, but it does not guarantee either the delivery or the subsequent recovery of the funds to be transferred. I understand that if I have described the beneficiary of this wire transfer order inconsistently by name and account number or other identifying number, payment might be made by the beneficiary's bank on the basis of the number which I have furnished even if it identifies a person different from the named beneficiary, and such circumstances will not

excuse me from my obligation to pay the amount of the wire order. If recipient of wire funds does not have an account with access to USD conversion, it will automatically be converted to local currency by Convera to local currency. Other banks involved with the transfer may assess handling charges, in addition to those assessed by Convera for a wire transfer, or any other condition beyond Convera reasonable control. For international wire transfers, Convera will not be responsible for losses from fluctuations in foreign wire exchange rates or impairment of foreign currencies, and additional risk from the economic, social and political environments of foreign countries, and governmental policies that may prevent successful completions of the wire transfer. I further acknowledge and agree to the attached Wire Request Terms and Conditions.

#### **International Wire Transfer Error Resolution and Cancellation Disclosures**

If you determine that a potential error or problem has occurred with your remittance transfer, you must contact us immediately.

#### **Farmers Insurance Group Federal Credit Union**

**2255 N. Ontario Street Suite 320**

**Burbank, CA 91504**

**Tel: 800.877.2345**

**Email: [memberservices@figfcu.org](mailto:memberservices@figfcu.org)**

You have to contact us no later than 180 days after the disclosed date of availability of the remittance transfer.

The following information is required to start the investigation on the issue:

1. Your name and address [or telephone number];
2. The error or problem with the transfer, and why you believe it is an error or problem;
3. The name of the person receiving the funds, and if known, his or her telephone number or physical address;
4. The dollar amount of the transfer;
5. The confirmation code or number of the transaction.

Upon receipt of the error resolution request, we have 90 (ninety) days to investigate and determine if an error has occurred. Once our research and investigation is completed, a notification will be provided to you in writing with the results of the investigation. We will correct any errors promptly. Copies of documents obtained during the investigation will be made available to you upon your request at the conclusion of our report.

#### **International Wire Transfer Request Cancellation:**

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 800.877.2345 within 30 minutes of submitting your wire request. You are required to provide us detailed information to help us identify the transfer you wish to cancel, including the amount and location where the funds were sent. If the cancellation was successful, we will refund your money within 3 (three) business days of your request to cancel a transfer as long as the funds have not already been accessed or deposited into a recipient's account.