

Error Resolution Disclosure

IN CASE OF ERRORS OR QUESTIONS ABOUT YOUR ELECTRONIC TRANSFERS telephone us at 253-693-0366, or email us at support@tiphaus.com, as soon as you can, if you think your statement or receipt is wrong or if you need more information about a transfer on the statement or receipt. We must hear from you no later than thirty (30) days after we sent you the FIRST statement on which the error or problem appeared. When reaching out to us be prepared to:

1. Tell us your name and account number (if any).
2. Describe the error or the transfer you are unsure about and explain as clearly as you can why you believe it is an error or why you need more information.
3. Tell us the dollar amount of the suspected error and the date when the transfer took place.

If you tell us orally, we may require that you send us your complaint or question in writing within ten (10) business days.

We will determine whether an error occurred within ten (10) business days after we hear from you and will correct any error promptly. If we need more time, however, we may take up to forty-five (45) days to investigate your complaint or question. If we decide to do this, we will provide you with a provisional credit to your account within ten (10) business days for the amount you think is in error so that you will have use of the money during the time it takes us to complete our investigation. If we ask you to put your complaint or question in writing and we do not receive it within ten (10) business days, we may not provide a provisional credit to your account.

For errors involving new accounts we may take up to sixty (60) business days to investigate your complaint or question. For new accounts, we may take up to twenty (20) business days to credit your account for the amount you think is in error.

We will advise you of the results within three (3) business days after completing our investigation. If we decide that an error didn't occur, we will withdraw any previously issued provisional credit placed in your account and send you a written explanation of our decision. Note that you may ask for copies of the documents that we used in our investigation