



NAVY CASH® CARD ERROR RESOLUTION NOTICE

In Case of Errors or Questions about Your Transactions

Telephone us at 1-866-362-8922 or write us at Navy Cash Card Customer Service Unit, 2201 Farnam St., Omaha, NE 68102 as soon as you can, if you think an error has occurred on your Card, your transaction history or receipt is wrong, or if you need more information about a transfer or receipt. We must allow you to report an error until one hundred and twenty (120) days after the transaction allegedly in error was debited or credit to your Card.

- (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.

We will investigate your complaint and will correct any error promptly. If we take more than 10 business days to do this, we will credit your Card for the amount you think is in error, so that you have use of the money during the time it takes us to complete our investigation.

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