

2011 ERROR RESOLUTION NOTICE

Some transactions to your account maybe accomplished electronically. In the event an error occurs or you have a question about this type of transaction, you should be aware of the following:

In case of Errors or Questions about your electronic transfers contact us at

1-866-634-2760

or customersupport@idahofirstbank.com

Write us at the address listed below, as soon as you can, if you think your statement or receipt is wrong or if you need more information about a transfer listed on the statement or receipt. We must hear from you no later than 60 days after we sent the FIRST statement in which the problem or error appeared.

(1) Tell us your name and account number

(2) Describe the error or the transfer you are unsure about, and explain as clearly as you can why you believe it is in error or why you need more information.

(3) Tell us the dollar amount of the suspected error.

We will require that you supply your complaint in writing before processing.

We will determine whether an error occurred within 10 business days after we hear from you and will correct any errors promptly. If we need more time however, we may take up to 45 days (90 days for new accounts or point-of-sale or foreign initiated transfers) to investigate your complaint or question. In this case we will credit your account within 10 business days (20 business days for new accounts) so that you will have use of the funds while we investigate your claim.

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 and take back the funds that were previously given. You may ask for copies of the documents that we used for our investigation.

IDAHO FIRST BANK
475 E. Deinhard Ln
McCall ID 83638

Annual Error Resolution Notice