

International Transfer Error Resolution Rights

To report wire transfer errors or for service inquiries, please call us toll-free at 1-888-842-6328. If you are overseas, visit navyfederal.org for a list of our international toll-free numbers, or you can reach us collect at 1-703-255-8837. If you prefer, you may send us a message via our Online Banking service. Please address your message to the attention of Funds Services.

If you believe a potential error or problem has occurred, please contact us immediately. To protect your rights as described in the international wire transfer receipt, contact is needed within 180 days of the funds availability date.

Once your error resolution request is received, we have 90 days to investigate and determine if an error has occurred. When we have concluded our investigation, we will contact you in writing within three business days with the results of our investigation. We will correct any error promptly. Any documents obtained during the investigation will be available to you at the conclusion of our report.

What if I want to cancel my wire transfer?

The sender has the right to cancel a wire no later than 30 minutes after requesting the payment to receive a full refund plus fees. If the request is after 30 minutes, Navy Federal will submit a reversal request to the payee's financial institution and attempt to retrieve the funds; however, there is no guarantee that the funds will be returned. Once received by the payee and/or payee's financial institution, the reversal of the wire is at the discretion of the payee's financial institution. Navy Federal cannot guarantee the response time of the payee's financial institution, and fees may be assessed by other financial institutions if the reversal request is successful.

How do I cancel a wire?

Call us at 1-888-842-6328 to cancel your transaction. If the wire is still at Navy Federal, no cancellation fees will be applied. When you contact us, you will be asked to provide information to help us identify the transfer you wish to cancel, including the amount and location where the funds were sent.

If your wire has already been picked up or deposited into the recipient's account, we can submit a reversal request to the payee's financial institution and attempt to retrieve the funds; however, there is no guarantee that the funds will be returned.

Information Needed to Process Wire Transfer Error Inquiry				
Name: First	MI	Last	Suffix	Account Number (Optional)
Address: Street		City	State	Zip Code
Date of Wire Transfer (Optional)		Phone Number	Amount Sent	
Summary of the Issue				
Recorded Beneficiary Name			Recorded Beneficiary Account Number (Optional)	
Recorded SWIFT/BIC				
Error Type <input type="checkbox"/> Computational Error <input type="checkbox"/> Non-Receipt of Funds <input type="checkbox"/> Other				
Please Describe: <hr/> <hr/> <hr/> <hr/>				

