

Domestic Wire Transfer Procedure

Effective Date: Jan 1, 2025 Department: Operations / Funds Transfer Overview: -

This document describes how to initiate and process a domestic wire transfer

request on behalf of a customer. Procedure: 1. Verify Account Holder -

Confirm the requesting customer's identity (photo ID or phone authentication if remote). - Ensure the source account has sufficient funds. 2. Collect

Transfer Details - Recipient bank's name, routing number (ABA), and address.

- Beneficiary name and account number. - Amount to be transferred and any reference details (e.g., invoice number). 3. Transaction Authorization -

Obtain a signed or securely authenticated wire instruction from the account

holder. - Follow dual-control policy: one staff member initiates, another

approves. 4. Execute Transfer - Use the bank's wire processing system to

send the wire. - Confirm successful transmission via the internal messaging

platform. 5. Notify Customer - Provide confirmation or reference number by

email/SMS. - If the wire fails or is rejected, contact the customer

immediately to resolve. Additional Notes: - Transfer cut-off time is 3:00 PM

local time for same-day processing. - Any amount exceeding \$50,000 requires additional compliance approval.