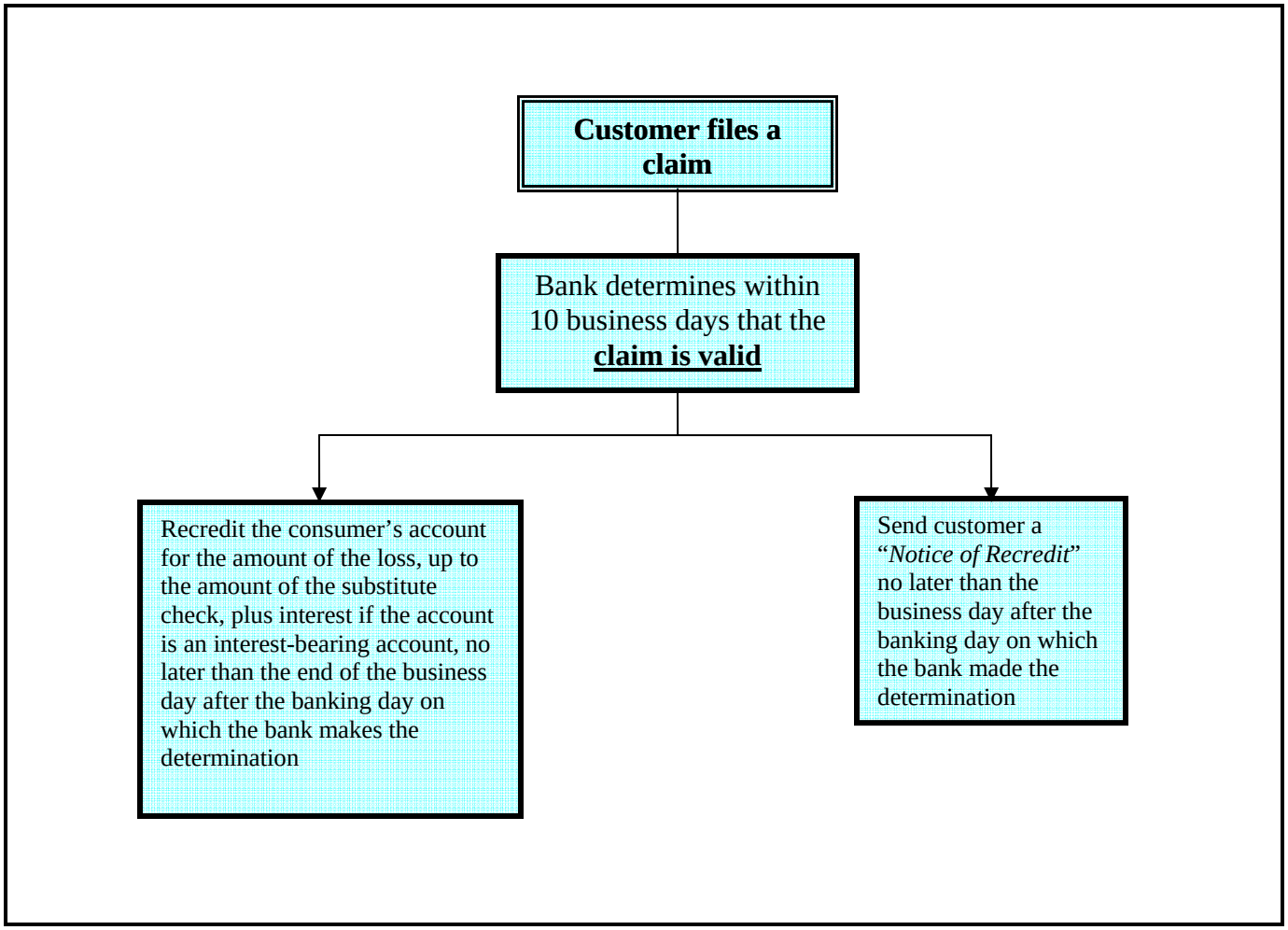
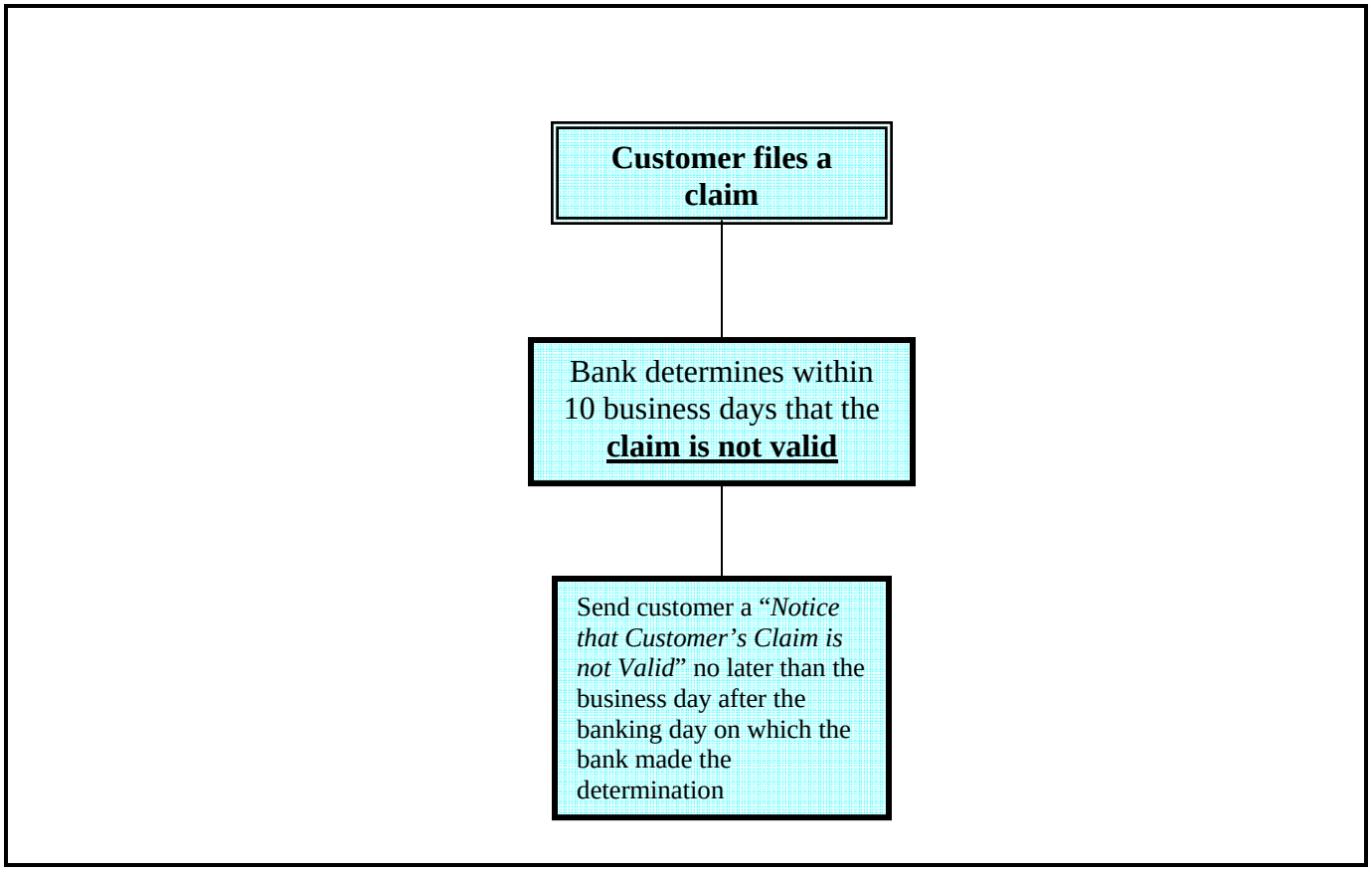

Customer files a claim
Bank determines within 10 business days that the claim is valid
Recredit the consumer's account for the amount of the loss, up to the amount of the substitute check, plus interest if the account is an interest-bearing account, no later than the end of the business day after the banking day on which the bank makes the determination
Send customer a "Notice of Recredit" no later than the business day after the banking day on which the bank made the determination


Customer files a claim
Bank determines within 10 business days that the claim is not valid
Send customer a "Notice that Customer's Claim is not Valid" no later than the business day after the banking day on which the bank made the determination