



Protect yourself against wire scams

Only wire money to people you know or recipients you have verified

Be aware of wire scams, because once the wire is sent, you may not be able to recover your money

Know the signs of a scam. The requestor:

- Sends you wire instructions via email (ex. loan closing – always verify details by phone)
- Contacts you unexpectedly
- Claims there is an emergency
- Pressures you into paying immediately
- Only accepts payment via wire, gift cards, or crypto currency
- Tells you to “keep it secret” or instructs you “how to answer questions at the bank”
- Makes an offer or opportunity that sounds too good to be true
- Asks for your personal information

Know Common Wire Scams

Imposter

“I’m with the IRS, and you owe back taxes. If not paid immediately, a lawsuit will be filed against you.”

Romance / New Friend

“I want to meet you in person, but I can’t afford to travel. Can you send me money?”

Family Emergency

“Grandma, I’m in trouble – I need money fast.”

Lottery Winnings

“Congratulations! You’ve won the lottery! We will need to collect taxes prior to your payment.”

Investment Opportunity

“This is a once-in-a-lifetime opportunity with a big payout!”

Tech Support

“We’ve detected malware on your computer. Let’s get that fixed for you for a small fee.”





Consumer International Wire Transfer Combined Disclosure and Receipt

JPMorgan Chase Bank, N.A.
US 41 and Neapolitan Way
4700 Tamiami Trl N
Naples, FL 34103-3059

Today's Date: August 29, 2022
Wire Transfer Date: August 29, 2022

Date Funds Available to Recipient: August 31, 2022
Chase Wire Tracking Number: L7ETMK7Z00AI

SENDER:

CHERYL A GLORCH
5 HIGH POINT CIR W APT 206
NAPLES, FL 34103-4257

(832) 235-7025

RECIPIENT:

Scp Sarrelabout-Bergeret Helene Et
8 Rue des Bourdats bp 3
Rabastens de Bigorre, FRA
65140
Fr8940031000010000145541W49

RECIPIENT BANK:

CAISSE DES DEPOTS ET CONSIGNATIONS
56 RUE DE LILLE,
PARIS, FRA

CDCGFRPPXXX

Exchange Rate: \$1 USD = 0.9769 EUR

Amount to be Deducted from Your Account:

Transfer Amount:	\$66,537.00
Transfer Fees:	+\$50.00
Transfer Taxes:	+\$0.00
Total:	\$66,587.00

Amount to be Received by the Recipient:

Transfer Amount:	65,000.00	EUR
Other Fees:*	-0.00	EUR
Total to Recipient	65,000.00	EUR

*charged by other institutions

The recipient may receive less due to fees charged by the recipient's bank and foreign taxes.

If you provided us an incorrect account number for the Recipient or an incorrect routing or identification number for the Recipient's bank, you could lose the amount of the transfer.

You have a right to dispute errors in your transaction. If you think there is an error, contact us within 180 days at 1-888-434-3030 or send an account inquiry via Secure Message Center on chase.com. You can also contact us for a written explanation of your rights.

You can cancel this wire transfer at no cost within 30 minutes after you have authorized us to send this wire transfer. Please contact 1-800-935-9935 or visit a Chase branch.

If you have questions or complaints about JPMorgan Chase Bank, N.A. contact:

Consumer Financial Protection Bureau
1-855-411-2372
1-855-729-2372 (TTY/TDD)
www.consumerfinance.gov







Wire Transfer Agreement



1. Service.

The terms and provisions in this Wire Transfer Agreement ("Agreement") describe our wire transfer service, including what you can expect from us (JPMorgan Chase Bank, N.A.) and the security procedures we will take when you send a wire transfer.

If there is a conflict between any section of your Deposit Account Agreement and this Agreement, the provisions of this Agreement will apply.

The following types of wire transfers, when completed by a branch banker or by a Chase Private Client telephone banker, are governed by this Agreement:

- **Domestic Wire Transfer:** A wire transfer sent to a bank within the U.S., including its territories.
- **International Wire Transfer:** A wire transfer sent in either U.S. or foreign currencies, including using our Chase Global Transfer service, to a bank outside the U.S.
- **Consumer International Wire Transfer:** A wire transfer that is sent by a natural person in the United States to transfer funds to a beneficiary in a foreign country for personal, family, or household purposes.

By providing your signature as authorization, as part of our security procedures, you agree to these terms and conditions and authorize us to provide you Domestic Wire Transfers or International Wire Transfers. Wire transfers, when completed using our Online Services or Mobile Services, are governed by a separate agreement.

2. Security Procedures.

These security procedures are only to help prevent unauthorized access to your account. All wire transfer requests go through an internal review, and we may need to contact you to verify information about your wire transfer. We may impose stricter security procedures for any particular wire transfer you make, but we have no obligation to do so. If we choose to impose stricter security procedures, we will not be liable to you for any delays or losses, and we will not be obligated to impose such security procedures in the future.

(a) For Chase Branch Wire Transfers Only:

When you request a wire transfer in a branch you will be required to provide your signature as authorization for each wire transfer and show valid identification. You acknowledge these security procedures used for wire requests you make in a branch are a commercially reasonable method of verifying your branch wire transfer. You are responsible for any wire transfer issued in your name using these security procedures, whether or not you actually authorized the transfer.

(b) For Chase Private Client Customers Only:

Only Chase Private Client telephone bankers can complete your wire transfer request using this service. To request wire transfers, you must provide your signature as authorization and maintain an active Chase Private Client Checking or Savings account. On the authorization form you can place a dollar limit on the wire transfers you request.

- You may request a wire transfer by telephone, and you agree that we will confirm your request by using any of the following security procedures, at our discretion:
 - Confirming certain personal information about you
 - Contacting you, another account holder or someone else you have listed on the authorization form.
- You may request a wire transfer by email, and you agree that we will confirm your request by contacting you or another account holder.
- We may call you at any phone number we have for you in our records or to the phone numbers provided on the authorization form.

- You acknowledge that we offer wire transfer services in person at our branches, or online which provide a higher level of security for your accounts, and you can use these options instead. You acknowledge the respective security procedures above for wire transfers are a commercially reasonable method of verifying your wire transfer. You are responsible for any wire transfer issued in your name using these security procedures, whether or not you actually authorized the transfer.
- If you do not specify the account from which to subtract the funds, we can subtract the amount of the wire transfer from any account you designated on the authorization form.

3. Processing, Canceling, Delays and Notifications of Wire Transfers.

(a) Processing: We'll start processing your wire transfer the same business day if we receive it and complete our security procedures before the cutoff times we establish. In order to complete our processing before the cutoff times we establish, we need to finish any secondary internal reviews and you must have available funds in the deposit account you designated in your Instructions.

(b) Canceling: You have the right to cancel Consumer International Wire Transfers at no cost to you within 30 minutes after you have authorized us to send it. Please see the section *Consumer International Wire Transfers* for more information on canceling Consumer International Wire Transfers. For all other wire transfers, once you have submitted a wire transfer for the current business day, you cannot cancel it after we've begun processing, but you may request us to attempt to return the funds to you. If the recipient's bank agrees, your funds may be returned to you, but likely not the full amount that was originally sent. We will not automatically cancel your wire transfer due to the transfer being delayed by more than five business days; if we do cancel your wire transfer we'll notify you.

(c) Modifying: Once a wire transfer has begun processing, we will not be able to change any type of wire transfer requests unless the recipient's bank agrees. If the recipient's bank declines to change the wire transfer request, you will be responsible for the transfer you initially requested.

(d) Internal Review: During our internal review, we may subtract funds from your account or place a hold on your account and it may result in processing delays. Once we have released the wire transfer, the recipient's bank may delay credit to the recipient due to their own internal review processes.

(e) Notifications: We will send you an email notification on the status of your wire transfer, it will be sent to an email address you have provided. We may also notify you verbally of the status of your wire transfer, but we are not required to do so. If you do not have an email address on file, if the email is returned undeliverable, or we are unable to send an email due to system failures or outages beyond our reasonable control, it is your responsibility to monitor your account for the status of your wire transfer. You may contact us for the status of your wire transfer. These notification methods are deemed to be commercially reasonable. Any other information we may provide upon successfully scheduling a wire transfer is only an indication that we've received your request and not an indication that we've accepted your wire transfer.

4. Identifying Number.

We or any other bank involved in the wire transfer will complete your wire transfer request using the account number or bank identification number you provide, even if the numbers do not match the recipient's or bank's name. **If you provided us an incorrect account number for the recipient or an incorrect routing or identification number for the recipient's bank, you could lose the amount of the transfer.**







5. Future Dated Wire Transfers.

You may request a future dated (one -time) domestic wire transfer, up to 10 business days from the current business day's cutoff time. You cannot cancel a future dated wire transfer once it has been requested.

6. Foreign Exchange Transfer.

It is our discretion in which foreign currencies we will send wire transfers, and these can change at any time. If you send a wire transfer in a foreign currency, you authorize us to subtract the amount from your account at the exchange rate we offered at the time you requested it. The foreign exchange rates we use are determined by us in our sole discretion.

The exchange rate we use will include a spread and may include commissions or other costs that we, our affiliates, or our vendors may charge in providing foreign currency exchange to you. The exchange rate may vary among customers depending on your relationship, products with us or the type of transaction being conducted, the dollar amount, type of currency, and the date and the time of the exchange. You should expect that these rates will be less favorable than rates quoted online or in publications.

If your initial request is returned, cancelled or changed, and if you request a new wire transfer, the current exchange rate at the time of the new transaction will apply. If the funds are returned or payment cannot be made for any reason, we will not be liable for more than the amount of the wire transfer at our exchange rate at the time we return the funds to you, less charges taken by any other bank involved in the wire transfer. However, if you requested a Consumer International Wire Transfer additional rights may apply. If you cancel a funds transfer request, other than a cancellation of a Consumer International Wire Transfer within 30 minutes after you authorized us to send it, and it causes a loss or cost to us, we may subtract funds from your account to cover these losses.

If the wire transfer is not in the currency of the recipient's account, the recipient's bank or another processing bank may reject the wire transfer or convert it. If converted, you agree the wire transfer may be converted to a different currency at their exchange rate and may subtract additional fees.

7. Fees and Payment Route.

We may charge a fee when you use this service based on your account agreement or fee schedule in effect when the wire is sent from your account, or for business accounts, based on the terms in effect when your next available account analysis is performed. We may use any funds transfer system we believe reasonable to complete your request, regardless of any instructions you might give us. If we also are the recipient's bank, we may complete your request using an internal transfer. You are responsible for all fees and taxes, including our fees and any fees charged by other funds transfer systems or banks involved in the transfer.

8. Wire Transfer System Rules and Laws.

The use of this service is subject to all applicable U.S. federal and state laws, regulations, rules and wire transfer arrangements, including the respective state's Uniform Commercial Code Article 4A, as may be applicable, which, in the event of a conflict with this Agreement, will govern. All of your wire transfers must comply with U.S. laws, including the regulations and economic sanctions administered by the U.S. Treasury Department's Office of Foreign Asset Control and other applicable laws.

If you make a Consumer International Wire Transfer, it is also subject to additional federal laws and regulations.

9. Indemnification.

You will indemnify us for all claims, expenses, liabilities, and losses (including reasonable legal fees) if you or a third party makes a claim against us for any of our actions or services in this Agreement, unless they prove gross negligence or willful misconduct. You understand this section will survive even if you close your account or this Agreement is terminated.

10. Failure to Perform; Limitation of Liability.

We are only responsible for performing the services specified in this Agreement. Except as otherwise agreed in writing, we are liable only for damages required to be paid as provided under UCC 4A or, to the extent applicable Regulation E, subpart B. Except as required by Regulation E, subpart B, as applicable, we will not be responsible for the acts or omissions of any other person or entity, including but not limited to any processor, any country's central bank, or any other financial institution, and no such person or entity will be deemed our agent. We will not be liable for the failure or delay of any wire transfer or for failing to meet other obligations in the Agreement because of circumstances or causes beyond our control, including governmental, legal or regulatory restrictions or prohibitions, third party actions, natural disasters, equipment or system failures, labor disputes, wars or riots. **IN NO EVENT SHALL WE HAVE ANY LIABILITY FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, PUNITIVE, OR SPECIAL DAMAGES, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.**

Any provision of this Agreement that limits the bank's liability does not negate the bank's duty (if any) under applicable law to act in good faith and with reasonable care.

11. Changes to the Agreement.

We may change the terms of this Agreement, including fees and features of this service, at any time. If any change would adversely affect you, we will notify you in advance, unless the change is necessary to comply with a legal requirement.

We may direct you to a branch or to your Chase Private Client banker for the content of any changes or the revised Agreement unless the law requires a different method. Your use of this service after we have made such changes available will be considered your agreement to the change.

12. Contact Us in the Event of an Error.

We will not be responsible for any delays in payment or additional fees caused by your failure to promptly notify us. You will exercise ordinary care to determine whether a wire transfer request we accepted and subtracted from your account was either in error or not authorized. Except for any Consumer International Wire Transfer, in the event of an error or unauthorized wire transfer, you agree to notify us within 30 days after we mail a statement reflecting the transfer or otherwise make such a statement available (for example, paperless statements). You agree that we are entitled to retain payment for a wire transfer unless you notify us within this 30-day period. For additional terms governing Consumer International Wire Transfers, please see the section *Consumer International Wire Transfers*.

13. Consumer International Wire Transfers.

(a) This section contains additional terms applicable only to Consumer International Wire Transfers. This section does not apply to any wire transfer request for delivery to a beneficiary in the United States, to any wire transfer request initiated by a non-consumer, or to any wire transfer request initiated by a consumer for any non-personal, non-family, or non-household purposes. In the event of a conflict between a provision in this section and a provision in the rest of this Agreement, or in the agreement governing your funding account, the provision in this section will control with respect to Consumer International Wire Transfers.







(b) Prior to sending a Consumer International Wire Transfer, we will provide you with certain important disclosures regarding your transaction including, to the extent applicable: the amount that will be transferred to the beneficiary, the amount and description of any fees and taxes imposed by us, the total amount of the transaction, the exchange rate to be used if applicable, the amount of currency to be transferred, the amount and description of any fees imposed by intermediaries or our agents, and the amount that will be received by the beneficiary. In addition to the items above you will also be provided the date the funds are to be made available to the beneficiary, error resolution and cancellation right information and other disclosures. This will be provided either at the time you authorize the wire transfer or on a receipt provided after you've authorized your transaction.

(c) Except as otherwise agreed in writing, we are liable only for damages required to be paid as provided under Regulation E, subpart B or, to the extent applicable, UCC 4A. Except as required by Regulation E, subpart B, we will not be responsible for the acts or omissions of any other person or entity, including but not limited to any processor, any country's central bank, or any other financial institution, and no such person or entity will be deemed our agent. We will not be liable for the failure or delay of any wire transfer or for failing to meet other obligations in the Agreement because of circumstances or causes beyond our control, including governmental, legal or regulatory restrictions or prohibitions, third party actions, natural disasters, equipment or system failures, labor disputes, wars or riots. IN NO EVENT SHALL WE HAVE ANY LIABILITY FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, PUNITIVE, OR SPECIAL DAMAGES, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

(d) You have the right to cancel Consumer International Wire Transfers at no cost to you within 30 minutes after you have authorized us to send it. Please refer to the disclosure we provided to you at the time you authorized the Consumer International Wire Transfer on how to cancel.

(e) If you think there has been an error or problem with your Consumer International Wire Transfer, call us at 1-888-434-3030, visit a Chase branch, or send an account inquiry via Secure Message Center on chase.com.

You must contact us within 180 days of the date we disclosed to you that funds would be made available to the recipient. When you do, please tell us:

- Your name and address;
- The error or problem with the transfer, and why you believe it is an error or problem;
- The name of the recipient, and if you know it, their telephone number or address;
- The dollar amount of the transfer; or
- The confirmation code or number of the transaction

We will determine whether an error occurred within 90 days after you contact us and we will correct any error promptly. We will tell you the results within three business days after completing our investigation and will advise you of any remedies that may be available to you. If no response is received, we will refund your account for the applicable remedies. If we decide that there was no error, we will send you a written explanation. You may ask for copies of any documents we used in our investigation.

Be aware of wire scams, because once the wire is sent, you may not be able to recover your money.

By providing your signature as authorization, you agree to these terms and conditions, that the wire transfer information in this document is accurate and you authorize us to process this wire transfer.

Recipient Bank's Identifier (ABA/SWIFT): CDCGFRPPXXX Recipient's Account Number: Fr8940031000010000145541W49

Sender's Signature: _____ Date: _____

Email Address cheryl.glorch@gmail.com

Transaction Number (Contact ID) 314781860530001

The Email Address and Transaction Number provided will be used for communication purposes.







Additional Wire Transfer Information:

Sender Name: CHERYL A GLORCH

Debit Account: XXXXX0310 Debit Account Type: TOTAL CHECKING

Primary ID Type: Driver's License

Issuer: Texas ID #: 44335637 Issue Date: 04/18/2022 ID Exp Date: 10/09/2025

Secondary ID Type: _____

Issuer: _____ ID #: _____ Issue Date: _____ ID Exp Date: _____

Message to Recipient: 10 Rue Saint Michel

Message to Receiving Bank: _____

Branch / Department Information

Initiated by: BLANCA ABNEY Initiating Branch: 131990 Phone: 239-455-0679 Request Time: 09:53:30AM/EDT

Wire Transfer: Approved Declined

Approved/Declined by (Print): _____

Approved/Declined by (Signature): _____

Date: _____

Decline Reason: _____

Comments: _____

Approving Manager (wire amount over limit) _____

Method of Approval (attach required supporting documentation) Phone call Email Other (explain) _____

Wire Tracking Information

FX Contract Number (if applicable) _____



