



Indi Error Resolution Notice

In Case of Errors or Questions About Your Account, Telephone us at **833-285-1736 (voice)** or **866-317-9343 (TTY)**, or Write us at **PNC Bank – Indi c/o Visa Inc., USCS P.O. Box 026098, Miami, FL 33102-6098** as soon as you can, if you think an error has occurred with your Account. We must allow you to report an error until 120 days after the transaction allegedly in error was debited or credited to your Account. You may request a written history of your transactions at any time by calling us at **833-285-1736 (voice)** or **866-317-9343 (TTY)**, or Write us at **PNC Bank – Indi c/o Visa Inc., USCS P.O. Box 026098, Miami, FL 33102-6098**.

You will need to tell us:

- Your name and Card number
- Why you believe there is an error, and the dollar amount involved
- Approximately when the error took place

If you tell us orally, we may require that you send us your complaint or question in writing within 10 business days.

We will determine whether an error occurred within 10 Business Days after we hear from you and will correct any error promptly. If we need more time, however, we may take up to 45 days to investigate your complaint or question. If we decide to do this, we will credit your Account within 10 business days for the amount you think is in error, so that you will have the money during the time it takes us to complete our investigation. If we ask you to put your complaint or question in writing and we do not receive it within 10 business days, we may not credit your Card.

For errors involving new Accounts, point-of-sale, or foreign-initiated transactions, we may take up to 90 days to investigate your complaint or question. For new Accounts, we may take up to 20 business days to credit your Account for the amount you think is in error.

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.

You may ask for copies of the documents that we used in our investigation.

If you need more information about our error-resolution procedures, call us at 833-285-1736 (voice) or 866-317-9343 (TTY), or write us at support@goindi.com or PNC Bank – Indi c/o Visa Inc., USCS P.O. Box 026098, Miami, FL 33102-6098.