

Error Resolution Notice

Please examine your statement and report any difference within 14 days from statement date.

In case of errors or questions about your electronic transfers, telephone us at 254-554-6699 or 800-677-9801 for First National Bank Texas or (800) 903-7490 for First Convenience Bank or write us at First National Bank Texas, Attn: ATM Department, P.O. Box 937, Killeen, TX 76540-0937 as soon as you can, if you think your statement or receipt is wrong or if you need more information about a transfer on the statement or receipt. We must hear from you no later than 60 days after we sent you the FIRST statement on which the error or problem appeared.

1. Tell us your name and account number (if any).
2. Describe the error or the transfer you are unsure about, and explain as clearly as you can why you believe it is an error or why you need more information.
3. Tell us the dollar amount of the suspected error.

We will investigate your complaint and will correct any error promptly. If we take more than 10 business days to do this, we will credit your account for the amount you think is in error, so that you will have the use of the money during the time it takes us to complete our investigation.

To report a lost or stolen ATM/Debit MasterCard® after banking hours or on weekends, call 254-690-5464.