



Shared Branching Dispute Form

Credit Unions utilizing Xtend Shared Branching are responsible for meeting the requirements of the Xtend Shared Branch Policy/Procedure Guide. When situations arise resulting in unmet expectations it is the responsibility of individual credit unions to consult the manual and to work amongst each other collaboratively to resolve the situation.

From time to time a credit union may need assistance in the translation of the Policy/Procedure Guide. Additional assistance may be requested from the Xtend Shared Branch Advisory Committee. To request assistance please complete the following:

Today's Date

Name of Reporting Credit Union

Contact Name

Phone Number (including extension)

Date of Occurrence

Shared Branch CU Involved

Detailed Explanation of Occurrence

Requests can be delivered via email to info@xtendcu.com or by fax to 616-464-2622. Please do not include private information using email or fax. Please call the Xtend Business Support Representative team at 800-327-3478 x313 for more information on how to transmit securely.