

ACH Questionnaire

1. Has anything changed regarding how the Credit Union handles ACH transactions in the past year?	
2. Does the financial institution use an in-house system or an outside processor to post incoming ACH entries to their customer accounts?	
3. Who is your data processor?	
4. Who is your main financial institution where ACH are sent through?	
5. What employees have ACH authority?	
6. How are ACH transactions posted? (Automatically through the data processor, batch posting by the CU, etc)	
7. Does the Credit Union have any originators?	
8. Does the Credit Union have any third party senders or direct send relationships?	
9. What daily ACH activity reports are reviewed?	
10. Do you have a current copy of the Rules Book?	
11. When was your Disaster Recovery last tested?	
12. How is the Regulation E's Error Resolution Disclosure sent to members? (Back of each statement or annual disclosure)	
13. What all parts of IATs are screened against the OFAC listing? (Receiver's Name, Originator's name and physical address, Originating Financial Institution Name, Receiving Financial Institution Name, Receiver's identification and physical address)	

14. Does the Credit Union open new accounts online?	
15. Does the Credit Union use electronic signatures?	
16. How are prenotifications identified?	
17. How many times each day are ACH files picked up from the ACH Operator?	
18. Are credit and debit entries allowed to be posted before the settlement date?	
19. If a prenotification is incorrect but the proper account number can be identified, is a Notification of Change sent within two banking days of settlement date?	
20. How are stop payments handled? (customer's intent, expiration date)	
21. How are ACH entries returned? What system is used to return entries?	
22. Does the RDFI promptly credit the Receiver when notice is given from the Receiver and a signed Written Statement of Unauthorized Debit is received?	
23. Who is responsible for the reconciling of ACH files? How often are these files reconciled?	
24. Does your credit union have online banking? If so, please list products available through this service. Who are the service providers for these products?	
25. Credit Union Name	
26. Name of Employees completing this Questionnaire	
27. Auditor completing your audit	
28. By typing your name in the box below, you are certifying that the answers given are correct to the best of your knowledge.	