

## **MISDIRECTED ACH PAYMENTS**

(updated July 20, 2016)

It has come to our attention that several large national vendors are incorrectly redirecting ACH payments made on Maroon Financial Credit Union to another financial institution. The misdirected ACH payment requests are never received by Maroon Financial and are being returned "Account Unknown." Vendors incorrectly handling their customers' ACH payment requests include DISCOVER, T-Mobile and Volkswagen Finance.

Here's what we know. Maroon Financial Credit Union members have correctly entered ACH payment requests on the websites of these vendors using Maroon's routing number 271081560. The payments are then re-routed to number 244084264, which is the routing number of Corporate One Federal Credit Union in Columbus, OH. Since members of Maroon Financial do not have accounts at Corporate One, these payments are being returned by Corporate One as "Account Unknown." These misdirected payment requests are never received by Maroon Financial.

On Tuesday, July 19<sup>th</sup>, we identified the source of the problem as an inaccuracy in a data base maintained by Accuity, a national provider of routing information to banks and financial services companies. Accuity has corrected the database. Banks using Accuity's on-line, live database will have correct information by Friday, July 22<sup>nd</sup>. Banks using Accuity's monthly database service will have correct information by the 1<sup>st</sup> week of August.

The Online Bill Payment service provided by Maroon Financial is unaffected by this problem. Payments scheduled on Maroon Financial's website using our Online Bill Payment service continue to be processed accurately and timely.

The problem is limited to ACH payments initiated on other vendors' webpages.

We are sorry for any inconvenience this problem may have caused you. We put our full attention into correcting this problem as soon as possible. However, Maroon Financial does not control the processes utilized by other vendors on their websites.