

Customer files a claim

Recredit the consumer's account for the amount of the consumer's loss, up to the lesser of the amount of the substitute check or \$2,500, plus interest if the account is an interest-bearing account

Send customer a "Notice of Partial Refund" no later than the business day after the banking day on which the bank recredits the account

Bank determines the customer's claim is valid

Bank determines the customer's claim is not valid

Recredit the consumer's account for the remaining amount of the consumer's loss, if any, up to the amount of the substitute check, plus interest if the account is an interest-bearing account, no later than the end of the 45th calendar day after the banking day on which the consumer submitted the claim

Send customer a "Notice of Recredit" no later than the business day after the banking day on which the bank made the determination

The bank reverses the amount it previously credited to the customer

Send customer a "Notice of Reversal of Credit" no later than the business day after the banking day on which the bank made the determination