

# Financial Report Package July 2023

**Prepared for** 

# **Queens Grant Soundside Association**

By

**Premier Management Company** 



# **Balance Sheet - Operating**

Queens Grant Soundside Association

End Date: 07/31/2023

Assets

OP	ERA	TING	CASH	

10-1000-0000-00 Cash - Pinnacle - Operating 7944 \$230,037.41

Total OPERATING CASH: \$230,037.41

RESERVE CASH

12-1200-0000-00 Cash - Pinnacle - Reserves 7951 302,971.94

Total RESERVE CASH: \$302,971.94

Total Assets: \$533,009.35

Liabilities & Equity

RESERVE FUNDS

25-2510-0000-00 Capital Reserves 318.72

25-2511-0000-00 Townhome General Reserve 60,702.60

25-2513-0000-00 Duplex Reserve 140,929.28

25-2607-0000-00 General Reserves 50,241.04

25-2906-0000-00 Working Capital Reserves 45,075.91

Total RESERVE FUNDS: \$297,267.55

**EQUITY** 

29-2960-0000-00 Retained Earnings 177,436.79

Total EQUITY: \$177,436.79

Net Income Gain / Loss 58,305.01 \$58,305.01

Total Liabilities & Equity: \$533,009.35





Queens Grant Soundside Association-

07/31/2023

	Cu	rrent Period			Year-to-date		Annual
Description	Actual	Budget	Variance	Actual	Budget	Variance	Budget
OPERATING INCOME		- · · <b>J</b> · ·			g		Buagot
OPERATING INCOME							
30-3001 General Assessments	\$21,736.66	\$-	\$21,736.66	\$76,431.18	\$126,755.15	(\$50,323.97)	\$126,755.15
	φ21,730.00	φ-	φ21,730.00	140.00	\$120,733.13	140.00	φ120,733.13
30-3004 Late Fee Income	1,797.32	-	1.797.32	2,097.32	-	2,097.32	-
30-3034 Fines & Violations	1,797.32	-	1,025.79	5,704.39	-	5,704.39	-
30-3910 Interest - Reserves					<del></del> -		-
TOTAL OPERATING INCOME	\$24,559.77	\$-	\$24,559.77	\$84,372.89	\$126,755.15	(\$42,382.26)	\$126,755.15
TOTAL OPERATING INCOME	\$24,559.77	\$-	\$24,559.77	\$84,372.89	\$126,755.15	(\$42,382.26)	\$126,755.15
OPERATING EXPENSE							
EXPENSES - BUILDINGS & GROUNDS							
40-4019	-	-	-	699.00	5,000.00	4,301.00	5,000.00
Miscellaneous-Maint./Repairs/Supplie							
s							
40-4050 Landscape Special Project	-	-	-	-	3,300.00	3,300.00	3,300.00
40-5000 Landscape Contract	-	-	-	18,750.00	38,000.00	19,250.00	38,000.00
40-5016 Irrigation System	-	-	-	2,208.86	2,500.00	291.14	2,500.00
40-6002 Electricity	162.01	-	(162.01)	1,134.07	2,300.00	1,165.93	2,300.00
40-6014 Cable Television	5,257.15	-	(5,257.15)	36,809.44	60,000.00	23,190.56	60,000.00
TOTAL EXPENSES - BUILDINGS &	\$5,419.16	\$-	(\$5,419.16)	\$59,601.37	\$111,100.00	\$51,498.63	\$111,100.00
GROUNDS							
EXPENSES - ADMINISTRATIVE							
80-8002 Office Supplies Expense	24.88	-	(24.88)	661.34	720.00	58.66	720.00
80-8006 Accounting Expense	-	-	-	260.00	600.00	340.00	600.00
80-8008 Legal Expense	687.00	-	(687.00)	7,824.00	4,200.00	(3,624.00)	4,200.00
80-8010 Insurance Expense	-	-	-	3,315.24	4,555.15	1,239.91	4,555.15
80-8014 Management Fees	650.00	-	(650.00)	4,550.00	7,800.00	3,250.00	7,800.00
80-8015 Postage	-	-	-	-	600.00	600.00	600.00
80-8024 Late Fees to Mgt. Co.	-	-	-	70.00	-	(70.00)	_
80-8025 Fines to Mgt. Co.	449.33	-	(449.33)	449.33	-	(449.33)	-
80-8044 Federal Income Tax -	-	-	` -	204.00	-	(204.00)	-
Association						, ,	
80-8090 Misc. Administrative	-	-	-	95.00	480.00	385.00	480.00
Expense							
TOTAL EXPENSES - ADMINISTRATIVE	\$1,811.21	\$-	(\$1,811.21)	\$17,428.91	\$18,955.15	\$1,526.24	\$18,955.15
TOTAL OPERATING EXPENSE	\$7,230.37	\$-	(\$7,230.37)	\$77,030.28	\$130,055.15	\$53,024.87	\$130,055.15
NET INCOME:	\$17,329.40	\$0.00	\$17,329.40	\$7,342.61	(\$3,300.00)	\$10,642.61	(\$3,300.00)





Queens Grant Soundside Association-

07/31/2023

Cu	rrent Period			Year-to-date		Annual
Actual	Budget	Variance	Actual	Budget	Variance	Budget
\$18,908.76	\$-	\$18,908.76	\$59,635.32	\$81,452.89	(\$21,817.57)	\$81,452.89
\$18,908.76	\$-	\$18,908.76	\$59,635.32	\$81,452.89	(\$21,817.57)	\$81,452.89
\$18,908.76	\$-	\$18,908.76	\$59,635.32	\$81,452.89	(\$21,817.57)	\$81,452.89
8						
-	-	-	125.22	2,100.00	1,974.78	2,100.00
5,859.67	-	(5,859.67)	38,538.90	68,322.29	29,783.39	68,322.29
\$5,859.67	\$-	(\$5,859.67)	\$38,664.12	\$70,422.29	\$31,758.17	\$70,422.29
\$5,859.67	\$-	(\$5,859.67)	\$38,664.12	\$70,422.29	\$31,758.17	\$70,422.29
\$13,049.09	\$0.00	\$13,049.09	\$20,971.20	\$11,030.60	\$9,940.60	\$11,030.60
	\$18,908.76 \$18,908.76 \$18,908.76 \$18,908.76 \$5,859.67 \$5,859.67	\$18,908.76 \$- \$18,908.76 \$- \$18,908.76 \$- \$18,908.76 \$- \$5,859.67 \$- \$5,859.67 \$- \$5,859.67 \$-	\$18,908.76 \$- \$1	\$18,908.76 \$- \$18,908.76 \$59,635.32 \$18,908.76 \$- \$18,908.76 \$59,635.32 \$18,908.76 \$- \$18,908.76 \$59,635.32 \$18,908.76 \$- \$18,908.76 \$59,635.32 \$18,908.76 \$- \$18,908.76 \$59,635.32 \$18,908.76 \$- \$18,908.76 \$59,635.32 \$18,908.76 \$59,635.32 \$18,908.76 \$59,635.32 \$18,908.76 \$59,635.32 \$18,908.76 \$59,635.32 \$18,908.76 \$59,635.32 \$18,908.76 \$59,635.32 \$18,908.76 \$59,635.32 \$18,908.76 \$59,635.32 \$18,908.76 \$59,635.32 \$18,908.76 \$59,635.32 \$18,908.76 \$59,635.32 \$18,908.76 \$59,635.32 \$18,908.76 \$59,635.32 \$18,908.76 \$59,635.32 \$18,908.76 \$59,635.32 \$18,908.76 \$59,635.32 \$18,908.76 \$18,908.76 \$18,908.76 \$38,538.90 \$18,908.76 \$18,	Actual         Budget         Variance         Actual         Budget           \$18,908.76         \$-         \$18,908.76         \$59,635.32         \$81,452.89           \$18,908.76         \$-         \$18,908.76         \$59,635.32         \$81,452.89           \$18,908.76         \$-         \$18,908.76         \$59,635.32         \$81,452.89           \$-         -         -         125.22         2,100.00           \$5,859.67         -         (5,859.67)         38,538.90         68,322.29           \$5,859.67         \$-         (\$5,859.67)         \$38,664.12         \$70,422.29           \$5,859.67         \$-         (\$5,859.67)         \$38,664.12         \$70,422.29	Actual         Budget         Variance         Actual         Budget         Variance           \$18,908.76         \$-         \$18,908.76         \$59,635.32         \$81,452.89         (\$21,817.57)           \$18,908.76         \$-         \$18,908.76         \$59,635.32         \$81,452.89         (\$21,817.57)           \$18,908.76         \$-         \$18,908.76         \$59,635.32         \$81,452.89         (\$21,817.57)           \$5,859.67         -         -         125.22         2,100.00         1,974.78           \$5,859.67         -         (5,859.67)         38,538.90         68,322.29         29,783.39           \$5,859.67         \$-         (\$5,859.67)         \$38,664.12         \$70,422.29         \$31,758.17           \$5,859.67         \$-         (\$5,859.67)         \$38,664.12         \$70,422.29         \$31,758.17



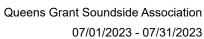


Queens Grant Soundside Association-

07/31/2023

							017017202
	Cu	rrent Period			Year-to-date		Annual
Description	Actual	Budget	Variance	Actual	Budget	Variance	Budget
OPERATING INCOME							
INCOME - DUPLEXES							
37-3006 Duplex Assessments	\$34,246.94	\$-	\$34,246.94	\$110,523.66	\$147,525.14	(\$37,001.48)	\$147,525.14
TOTAL INCOME - DUPLEXES	\$34,246.94	\$-	\$34,246.94	\$110,523.66	\$147,525.14	(\$37,001.48)	\$147,525.14
TOTAL OPERATING INCOME	\$34,246.94	\$-	\$34,246.94	\$110,523.66	\$147,525.14	(\$37,001.48)	\$147,525.14
OPERATING EXPENSE							
EXPENSES - DUPLEX GLDNGS & GRNDS							
47-4710 Duplex Building Repairs	-	-	-	1,252.18	2,800.00	1,547.82	2,800.00
47-4720 Duplex Insurance	13,863.33	-	(13,863.33)	79,280.28	136,998.90	57,718.62	136,998.90
TOTAL EXPENSES - DUPLEX GLDNGS & GRNDS	\$13,863.33	\$-	(\$13,863.33)	\$80,532.46	\$139,798.90	\$59,266.44	\$139,798.90
TOTAL OPERATING EXPENSE	\$13,863.33	\$-	(\$13,863.33)	\$80,532.46	\$139,798.90	\$59,266.44	\$139,798.90
NET INCOME:	\$20,383.61	\$0.00	\$20,383.61	\$29,991.20	\$7,726.24	\$22,264.96	\$7,726.24







Date	Check #	Payee		Amount
10-1000-0000-00	Cash - Pinnacle -	Operating 7944		
07/01/2023	0	Premier Management Company		\$650.00
		Invoice #: 25470		
		80-8014-0000-00 Management Fee for 7/1/2023; Management Fee	\$650.00	
07/06/2023	100111	Marshall, Williams & Gorham, LLP		\$390.00
		Invoice #: 9106		
		80-8008-0000-00 Payment - Invoice No: 9106; legal fees-Marshall, Williams & Gorham, LLP	\$390.00	
07/06/2023	100112	Marshall, Williams & Gorham, LLP		\$270.00
		Invoice #: 9107		
		80-8008-0000-00 Payment - Invoice No: 9107; legal fees-Marshall, Williams & Gorham, LLP	\$270.00	
07/06/2023	100113	NCJUA-NCIUA		\$17,579.00
		Invoice #: 070223-7371		
		47-4720-0000-03 Payment - Invoice No: 070223-7371; insurance-NCJUA-NCIUA	\$11,719.33	
07/06/2023	100114	46-4640-0000-01 Payment - Invoice No: 070223-7371; insurance-NCJUA-NCIUA American Bankers Insurance Company of Florida	\$5,859.67	\$994.00
		Invoice #: 060523-4159		
		47-4720-0000-03 Payment - Invoice No: 060523-4159; 969 A Tower Court Unit 5A-American Bankers Insurance Company of Florida	\$994.00	
07/14/2023	100115	Selective Ins Company		\$1,150.00
		Invoice #: 071123-0926		
		47-4720-0000-03 Payment - Invoice No: 071123-0926; 960B Tower-Selective Ins Company	\$1,150.00	
07/14/2023	100116	Spectrum		\$5,257.15
		Invoice #: 0029506070323		
		40-6014-0000-00 Payment - Invoice No: 0029506070323; Cable-Spectrum	\$5,257.15	
07/17/2023	300012	965 Tower Court A, LLC		\$1,797.32
		30-3001-0000-00 Return; Return - Homeowner overpaid and asked for refund	\$1,797.32	
07/19/2023	100117	Jones-Onslow Electric		\$162.01
		Invoice #: 22991964		
		40-6002-0000-00 Payment - Invoice No: 22991964; electric-Jones-Onslow Electric	\$162.01	
07/31/2023	0	Premier Management Company		\$501.21





Queens Grant Soundside Association 07/01/2023 - 07/31/2023

Date	Check #	Payee				Amount
		Invoice #: 27221				
		80-8002-0000-00 Addendum for 7/31/202 Monthly Storage	23; GL 8002 - Office Supplie	S -	\$1.50	
		80-8002-0000-00 Addendum for 7/31/202 Online Services	23; GL 8002 - Office Supplie	s -	\$8.58	
		80-8002-0000-00 Addendum for 7/31/202 Remote Backup	23; GL 8002 - Office Supplie	s -	\$6.00	
		80-8008-0000-00 Addendum for 7/31/202 legal work	23; GL 8008 - Legal - Payne		\$27.00	
		80-8025-0000-00 Addendum for 7/31/202 89300187672	23; Fines - Account -		\$449.33	
		80-8002-0000-00 Addendum for 7/31/202 Processing - 07-06-2023	3; A/P Processing - AP		\$4.40	
		80-8002-0000-00 Addendum for 7/31/202 Processing - 07-14-2023	23; A/P Processing - AP		\$2.20	
		80-8002-0000-00 Addendum for 7/31/202 Processing - 07-17-2023	23; A/P Processing - AP		\$1.10	
		80-8002-0000-00 Addendum for 7/31/202 Processing - 07-19-2023	3; A/P Processing - AP		\$1.10	
			Account Totals	# Checks:	10	\$28,750.69
			Association Totals	# Checks:	10	\$28,750.69





Queens Grant Soundside Association From 7/1/2023 To 7/31/2023

Account No:	New Owner	Previous Owner	Posting Date	Settlement Date

**Queens Grant Soundside Association Count:** 

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# **Bank Account Reconciliation**

Queens Grant Soundside Association

Pinnacle - Operating - 7944 (End: 07/31/2023)

Date	Reconciled	Description	Batch # - Type		Check #	Trans. Amt
Uncleared Items						
02/27/2023		Marsh & McLennan Agency			100074	(\$12,672.68)
07/31/2023		Premier Management Company			0	(\$501.21)
				Total Uncleared		(\$13,173.89)
		Pinnacle - Operating -	7944 Summary		_	
	Endin	g Account Balance:		\$ 230,037.41		
	Uncle	ared Items:		(\$13,173.89)		
	Adjus	ted Balance:		\$ 243,211.30		
	Bank	Ending Balance:		\$ 243,211.30		
	Differe	ence:		\$-		





Queens Grant Soundside Association

Pinnacle - Reserve - 7951 (End: 07/31/2023)

Date	Reconciled	Description	Batch # - Type	Check #	Trans. Amt

Pinnacle - Reserve - 7951	Summary
Ending Account Balance: Uncleared Items:	\$ 302,971.94 \$-
Adjusted Balance: Bank Ending Balance:	\$ 302,971.94 \$ 302,971.94
Difference:	\$-



150 Third Avenue South Suite 900 Nashville, TN 37201 www.pnfp.com

**RETURN SERVICE REQUESTED** 

Client Service Center 800-264-3613 Pinnacle Anytime 866-755-5428

Account XXXXXXXX7944

Queens Grant Soundside Association Premier Management Company - Agent Queens Grant Soundside - 893 OA PO Box 12051 Wilmington, NC 28405-0100

# **Statement of Account**

Horizon 75

Balance 7/03/23 \$ 194,377.53

Balance 7/31/23

\$ 243,211.30

Summary



Credits +\$77,255.40 Interest +\$.00

11161631 + 7.00

Debits - \$28,421.63



# **Credit Transactions**

## **Deposits**

7/03	Premier Mgmt195 OnlinePay 1561429512 1561429512 Premier Mgmt195	480.13
7/03	Remote Deposit	11,950.70
7/05	Premier Mgmt195 OnlinePay 1561429512 1561429512 Premier Mgmt195	1,934.65
7/05	Premier Mgmt195 OnlinePay 1561429512 1561429512 Premier Mgmt195	2,757.58
7/05	AIBILLPAYMC BILLPAY 87 3454214418 Queens Grant Soundside	3,584.64
7/05	Remote Deposit	480.13
7/06	AIBILLPAYMC BILLPAY 87 3454214418 Queens Grant Soundside	1,797.32
7/06	Premier Mgmt195 OnlinePay 1561429512 1561429512 Premier Mgmt195	4,212.10
7/06	Remote Deposit	2,277.45
7/07	Premier Mgmt195 OnlinePay 1561429512 1561429512 Premier Mgmt195	470.13
7/07	AIBILLPAYMC BILLPAY 87 3454214418 Queens Grant Soundside	1,797.32

# **Protecting Yourself from Fraud**

Fraud makes headlines when high-profile people do it, but wire and money transfer scams happen to average people and businesses every day. The FBI estimates about \$2 billion is lost annually to wire-transfer fraud. The key is to slow down and verify payment requests by a second method -- such as a telephone call using a known number. Because once you have wired the money, it's nearly impossible to retrieve it. Read more at PNFP.com/FraudProtection.





### **ELECTRONIC TRANSFER ERROR RESOLUTION**

This Electronic Transfer Error Resolution only applies to accounts held for personal, family or household purposes and is therefore not applicable to business, trust accounts, or any such account held for non-personal purposes.

In case of errors or questions about your electronic transfers, call or write us at the telephone number or address listed at the end of this disclosure, as soon as you can, if you think your statement or receipt is wrong or if you need more information about a transfer listed on the statement or receipt.

- Tell us your name and account number (if any).
- 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.
- Tell us the dollar amount of the suspected error.

We must hear from you no later than 60 days after we send the FIRST statement on which the problem or error appeared.

We will provide provisional credit for the amount that you think is in error within 10 business days of your complaint and begin an investigation of the transaction(s). In most cases, we will disclose the results of the investigation within 10 business days of your complaint and correct any error promptly. If we need more time to investigate the complaint, we may take up to 45 days (90 days if the transfer involved a point-of-sale transaction or a foreign initiated transfer) to complete our investigation. However, you will have use of the funds in question during our investigation.

# Pinnacle Bank

150 3rd Avenue South, Suite 900 Nashville, TN 37201 (800) 264-3613

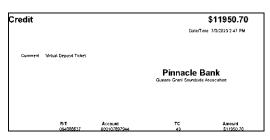
7/07	Remote Deposit	6,342.22
7/10	Remote Deposit	6,009.42
7/11	Premier Mgmt195 ASSN DUES 1561429512 1561429512 Premier Mgmt195	4,064.77
7/11	Premier Mgmt195 OnlinePay 1561429512 1561429512 Premier Mgmt195	7,326.61
7/13	Premier Mgmt195 OnlinePay 1561429512 1561429512 Premier Mgmt195	480.13
7/13	AIBILLPAYMC BILLPAY 87 3454214418 Queens Grant Soundside	1,797.32
7/14	Remote Deposit	480.13
7/17	Remote Deposit	3,869.30
7/19	Remote Deposit	5,539.29
7/21	Premier Mgmt195 OnlinePay 1561429512 1561429512 Premier Mgmt195	1,797.32
7/24	5/3 BANKCARD SYS DEPOSIT 4445056961311 1310281170 REVO*QUEENSGRANTSOUNDS	1,934.65
7/28	Premier Mgmt195 OnlinePay 1561429512 1561429512 Premier Mgmt195	3,594.64
7/31	Premier Mgmt195 OnlinePay 1561429512 1561429512 Premier Mgmt195	480.13
7/31	Remote Deposit	1,797.32
Total Cred	lits	\$77,255.40
7/03 7/03	Premier Mgmt195 VENDOR PAY 1561429512 1561429512 Premier Mgmt195  Premier Mgmt195 VENDOR PAY 1561429512 1561429512 Premier Mgmt195	16.08 156.07
Other De		
7/05	Premier Mgmt195 VENDOR PAY 1561429512 1561429512 Premier Mgmt195	650.00
7/07	AVIDPAY SERVICE AVIDPAY CK100113 1561861608 QueensGrantSoundside#8 REF*CK*100113*230706*NCJUANCIU A\	17,579.00
7/17	AVIDPAY SERVICE AVIDPAY CK100115 1561861608 QueensGrantSoundside#8 REF*CK*100115*230714*Selective Ins Company\	1,150.00
7/20	AVIDPAY SERVICE AVIDPAY CK100117 1561861608 QueensGrantSoundside#8 REF*CK*100117*230719*JonesOnsl ow Electric\	162.01
Checks		
7/13	Check 100111	390.00
7/13	Check 100112	270.00
7/12	Check 100114*	994.00
7/28	Check 100116*	5,257.15
7/28	Check 300012*	1,797.32
Total Deb	its	\$28,421.63
(*) Indicate	s gap in check number sequenece	
Average Ba	alance This Statement \$232,000.91 Annual Percentage Yield Earned	.00%
nterest Ea	rned This Period \$.00 Days in Period	29
nterest Pa	id Year to Date \$.00 Interest Paid	\$.00
DAILY BA	ALANCE INFORMATION	

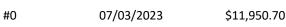
DAILY BALANCE INFORMATION						
7/03	206,636.21 7/11	231,461.55 7/19	240,823.72			
7/05	214,743.21 7/12	230,467.55 7/20	240,661.71			
7/06	223,030.08 7/13	232,085.00 7/21	242,459.03			
7/07	214,060.75 7/14	232,565.13 7/24	244,393.68			
7/10	220,070.17 7/17	235,284.43 7/28	240,933.85			

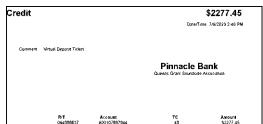
7/31

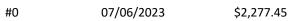
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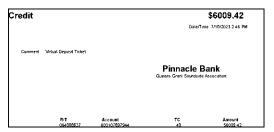
Date 7/31/23 Primary Acct No. XXXXXXXX7944



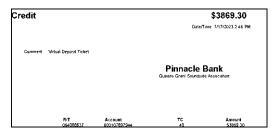




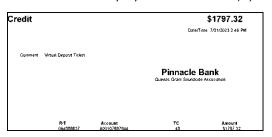




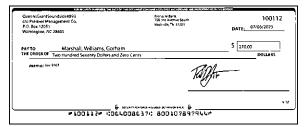
#0 07/10/2023 \$6,009.42



#0 07/17/2023 \$3,869.30

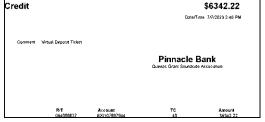


\$1,797.32 #0 07/31/2023

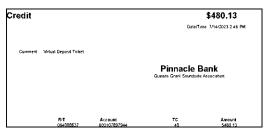


Credit \$480.13 Pinnacle Bank

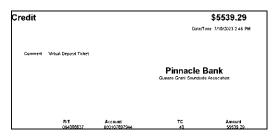
#0 07/05/2023 \$480.13 Credit \$6342.22 Date/Time 7/7/2023 2 46 PM



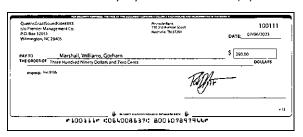
\$6,342.22 #0 07/07/2023



#0 07/14/2023 \$480.13



#0 07/19/2023 \$5,539.29



#100111 \$390.00 07/13/2023



Account Number: XXXXXXXX7944

Date

7/31/23

Primary Acct No.

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QueensGrantSoundside#893 c/o Premier Management Co. P.O. 80x 12051 Wilmingson, NC 28405	Pernacie Bank 150 3rd Avenue South Nashvalle, TN 37901	100116 DATE: 07/14/2023	
PAYTO Spectrum THE ORDER OF Five Thousand Two Hundred Fifty-Se	even Oollars and Friteen Cents	\$ [5,257.15 DOLLARS	
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Outers Grant Schadisch Association (893)
Ob Precise Management Co.
P.O. Box 12051
Check Number: 300612
Wilmington, NC 28405

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07/28/2023

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#300012

07/28/2023

\$1,797.32



150 Third Avenue South Suite 900 Nashville, TN 37201 www.pnfp.com

**RETURN SERVICE REQUESTED** 

Client Service Center 800-264-3613 Pinnacle Anytime 866-755-5428

Account XXXXXXXX7951

Queens Grant Soundside Association Premier Management Company - Agent Queens Grant Soundside - 893 MM PO Box 12051 Wilmington, NC 28405-0100

# Statement of Account

Balance 7/03/23 \$ 301,946.15

Balance 7/31/23

\$ 302,971.94

# **Summary**

Credits +\$.00

Interest +\$1,025.79
Debits -\$.00

# **Credit Transactions**

### Interest

7/31	Interest Depo	Interest Deposit				
Total Inter	\$1,025.79					
Average Ba Statement	lance This	\$301,946.15	Annual Percentage Yield Earned	4.07%		
Interest Ear	rned This Period	\$959.61	Days in Period	29		
2023 Intere	est Paid	\$5,395.98	Interest Paid	\$1,025.79		

# **DAILY BALANCE INFORMATION**

7/03 301,946.15 7/31 302,971.94

# **Zenith Money Market Business**



# **Protecting Yourself from Fraud**

Fraud makes headlines when high-profile people do it, but wire and money transfer scams happen to average people and businesses every day. The FBI estimates about \$2 billion is lost annually to wire-transfer fraud. The key is to slow down and verify payment requests by a second method -- such as a telephone call using a known number. Because once you have wired the money, it's nearly impossible to retrieve it. Read more at PNFP.com/FraudProtection.





### **ELECTRONIC TRANSFER ERROR RESOLUTION**

This Electronic Transfer Error Resolution only applies to accounts held for personal, family or household purposes and is therefore not applicable to business, trust accounts, or any such account held for non-personal purposes.

In case of errors or questions about your electronic transfers, call or write us at the telephone number or address listed at the end of this disclosure, as soon as you can, if you think your statement or receipt is wrong or if you need more information about a transfer listed on the statement or receipt.

- Tell us your name and account number (if any).
- 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.
- Tell us the dollar amount of the suspected error.

We must hear from you no later than 60 days after we send the FIRST statement on which the problem or error appeared.

We will provide provisional credit for the amount that you think is in error within 10 business days of your complaint and begin an investigation of the transaction(s). In most cases, we will disclose the results of the investigation within 10 business days of your complaint and correct any error promptly. If we need more time to investigate the complaint, we may take up to 45 days (90 days if the transfer involved a point-of-sale transaction or a foreign initiated transfer) to complete our investigation. However, you will have use of the funds in question during our investigation.

# Pinnacle Bank

150 3rd Avenue South, Suite 900 Nashville, TN 37201 (800) 264-3613