Error Resolution

If you think there is an error on your statement, or if you need additional information about a transaction listed on the statement, please contact us using one of the methods listed:

Call us at:
(563) 652-2491

Write us at:
Maquoketa State Bank
203 North Main
Maquoketa, IA 52060

We must hear from you no later than sixty (60) days after we mail, or otherwise delivered to you, the FIRST statement on which the problem or error appeared.

When calling or writing in to us, we will need to know the following information:

1) Your name and account number.
2) A description of the error or transaction you need more information on and explain clearly why you believe the transaction is an error or why you need additional information.
3) The dollar amount of the suspected error or transaction in question.

We will investigate your question and will correct any error promptly. If we take more than ten (10) business days to do this, we will re-credit your account for the amount you think is in error, to provide you access to the money during the time it takes us to complete our investigation.

Maquoketa State Bank
www.maquoketasb.bank
Member FDIC
Equal Housing Lender