

ACH Origination Maintenance Request:

Date this form is being submitted to KeyBank: _____

***Note: Additional Fees will apply for Maintenance Requests Processed**

Client (ACH Originator) Information		(Required)
Originator Company Name:	Functional Contact:	
Originator Bank Routing #:	Phone Number:	
Originator Settlement Account #:	Fax Number (Optional):	
Signature of Authorized Signer:	Email (for confirmation):	

File Information		(Required)
File Transmission Date: (Sent to Bank)	File or Batch Total:	\$ Debit \$ Credit

Processor/3rd Party Who Transmitted File (Point Name if Known):

☐ KeyNavigator ACH

☐ Other:

Complete only ONE section below.

Individual Transaction Maintenance Request		(Required)
Receiver Name: (i.e. employee, vendor, customer)		
Receiver Bank Routing #:	Receiver Bank Account #:	
Transaction Amount: \$		
Transaction Effective Date:	Transaction Type: (To Receiver) <input type="checkbox"/> Debit <input type="checkbox"/> Credit	
Maintenance Requested: <input type="checkbox"/> Delete <input type="checkbox"/> Reverse <input type="checkbox"/> Other - Letter of Indemnification		

Batch Maintenance Request	
Batch Effective Date:	Batch Total: \$ Debit \$ Credit

Provide an Example Transaction: (unique among batches on transmission date)

Receiver Bank Account #:

Transaction Amount: \$

Maintenance Requested: ☐ Delete Batch ☐ Reverse Batch

File Maintenance Request	
Provide an Example Transaction: (unique among files on transmission date)	Receiver Bank Account #:
	Transaction Amount: \$
Maintenance Requested: <input type="checkbox"/> Delete File <input type="checkbox"/> Reverse File	

Comments/Special Instructions	(Optional)

Please see notes on reverse side of this form

Notes:

To ensure your ACH Origination Maintenance Request is processed promptly, please complete this form in its entirety and email it to **ACH_File_Maintenance@keybank.com** or fax it to 1-866-913-8052 by 3:00PM (EST). Requests received after 3:00PM (ET) will be processed on the next banking day.

To delete credit transaction(s), KeyBank must receive this form by 3:00PM (ET) three banking days prior to effective date.

To delete debit transaction(s), KeyBank must receive this form by 3:00PM (ET) two banking days prior to the effective date. If received according to these specifications, KeyBank will delete the transaction(s).

If the request falls outside of these specifications, KeyBank will delete the credit or debit item on a best effort basis. If unable to delete the desired transaction(s), KeyBank will complete a reversal.

Per Nacha Rules, reversals can be completed ***within five banking days of the original effective date***. KeyBank processes all file maintenance request forms as requested, but cannot guarantee results as reversal requests may not be successful.

*Please note: There is additional risk that the receiver may become unjustly enriched when reversing a debit transaction. By submitting this form, you understand this additional risk.

If you require additional assistance completing the ACH Origination Maintenance Request, please contact KeyBank ACH Operations at 1-800-304-9856 Option 5 or Commercial Banking Service Contact Center at 1-800-821-2829. Dial 711 for TTY/TRS.