

Centralization of Electronic Fund Transfer (EFT) Errors or Questions

Effective October 1, 2017, clients with questions or errors associated with an electronic funds transfer (EFT) transaction are encouraged to contact a Northern Trust representative directly at 888-289-6542.

Representatives are available from 7:00 AM – 9:00 PM CT, Monday through Friday, and 7:00 AM – 3:30 PM on weekends, excluding federal holidays. After dialing 888-289-6542, simply press “0” in the automated system to connect with a representative. You will be asked specific questions related to your claim to promptly begin the investigation process.

For potential EFT issues reported outside these standard business hours, a follow up call will be made to you by a Northern Trust Representative on the following business day.

For additional questions about an EFT transaction, contact a Northern Trust representative at 888-289-6542.



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