

<b>Error Code</b>	<b>Full Error Message</b>	<b>Description</b>	<b>Next Steps</b>
<b>909</b>	<b>Error occurred on the host</b>	The status of the account may be set to dormant. If it is dormant then it will need to be updated to Active	Please contact Member Service Centre at 604 740.2662.
<b>412</b>	<b>There was a problem with this transfer. Please contact your branch</b>	This error indicates that there is an issue with either the sender or the recipient.	Please contact Member Service Centre at 604 740.2662
<b>410</b>	<b>There was a problem with this transfer. Please contact your branch</b>	This error indicates that there is an issue with the sender profile.	Please contact Member Service Centre at 604 740.2662.
<b>411</b>	<b>There was a problem with this transfer. Please contact your branch</b>	This error indicates that there is an issue with the recipient profile (email address or mobile number).	Please ask the Recipient to contact their bank for help.
<b>123</b>	<b>There was a problem with this transfer. Please contact your branch or try again later</b>	Member has reached their sending or receiving transfer limits.	Reminder of limits for daily cumulative, 7 day rolling or 30-day limits. If unsure, please contact Member Service Centre at 604 740.2662.
<b>306</b>	<b>Account is locked out (code 306) Send Interac e-Transfer</b>	The account has a lockout flag.	Please contact Member Service Centre at 604 740.2662.
<b>391</b>		Transfer amount is less than minimum outgoing individual transfer threshold	Please contact Member Service Centre at 604 740.2662
<b>392</b>		Transfer amount exceeds the individual outgoing transfer threshold	Please contact Member Service Centre at 604 740.2662



<b>393</b>		Total cumulative transfers exceed the daily outgoing transfer amount threshold	Reminder of limits for daily cumulative, 7 day rolling or 30-day limits. If unsure, please contact Member Service Centre at 604 740.2662.
<b>394</b>		Total cumulative transfers exceed the first rolling limit outgoing transfer amount threshold	Reminder of limits for daily cumulative, 7 day rolling or 30-day limits. If unsure, please contact Member Service Centre at 604 740.2662.
<b>395</b>		Total cumulative transfers exceed the second rolling limit outgoing transfer amount threshold	Reminder of limits for daily cumulative, 7 day rolling or 30-day limits. If ensure, please contact Member Service Centre at 604 740.2662.
<b>398</b>	Duplicate Participant Transaction Reference Number		Please contact Member Service Centre at 604 740.2662
<b>400</b>	Mutually exclusive options specified		Please contact Member Service Centre at 604 740.2662
<b>413</b>		Sender Mobile phone number, Contact Mobile phone number, or Transfer Reference Number is on block list	Please contact Member Service Centre at 604 740.2662
<b>This e-transfer must be deposited at the financial institution and account where</b>		This error indicates that the member is trying to deposit the e-transfer into a different account from the one that was	Ensure that the same account is being used for both the deposit and the e-transfer.



<b>the security question was answered</b>		used to answer the security question	
<b>You have exceeded the maximum number of attempts to authenticate</b>		Security question has been answered incorrectly too many times.	The sender needs to cancel the transfer and send a new one.
<b>No e-transfer to Receive</b>		This error message usually indicates the cookies are blocked.	The cookies in the members' browser should be enabled to allow them to accept e-transfers.