

YOUR BILLING RIGHTS KEEP THIS NOTICE FOR FUTURE USE

This notice contains important information about your rights and our responsibilities under the Fair Credit Billing Act.

Notify Us in Case of Errors or Questions About Your Statement or Electronic Transactions.

1. If you want to preserve your rights under the Act, here's what to do if you think your statement of account is wrong or if you need more information about an item:
 - a. **DO NOT WRITE ON THE STATEMENT. ON A SEPARATE SHEET OF PAPER WRITE** (you may telephone your inquiry but doing so will not preserve your rights under this law) the following:
 - i. Your name and account number.
 - ii. A description of the error (or transfer) and an explanation (to the extent you can explain) why you believe it is an error.
If you only need more information, explain the item you are not sure about and, if you wish, ask for evidence of the transaction such as a copy of the credit request voucher.
Do not send in your copy of any document unless you have a duplicate copy for your records.
 - iii. The dollar amount of the transfer or suspected error.
 - iv. Any other information (such as your address) which you think will help the credit union to identify you or the reason for your complaint or inquiry.
 - b. Send your notice of statement error to the credit union at the address listed on the reverse side of this statement of account.
Mail it as soon as you can, but in any case, early enough to reach the credit union within 60 days after the statement was mailed or otherwise delivered to you. If you have authorized your credit union to automatically pay from your account any loan payment, you can stop or reverse payment on any amount you think is wrong by mailing your notice so the credit union receives it within 16 days after the statement was sent to you. However, you do not have to meet this 16-day deadline to get the credit union to investigate your statement error claim.
2. The credit union must acknowledge all letters pointing out possible errors within 30 days of receipt, unless the credit union is able to correct your statement during that 30 days. Within 90 days after receiving your letter, the credit union must either correct the error or explain why the credit union believes that statement was correct. Once the credit union has explained the statement the credit union has no further obligation to you even though you still believe that there is an error, except as provided in paragraph 5 below.
3. After the credit union has been notified, neither the credit union nor an attorney nor a collection agency may send you collection letters or take other collection action with respect to the amount in dispute; but periodic statements may be sent to you, and the disputed amount can be applied against your credit limit. You cannot be threatened with damage to your credit rating or sued for the amount in question, nor can the disputed amount be reported to a credit bureau or to other creditors as delinquent until the credit union has answered your inquiry. **However, you remain obligated to pay the parts of your outstanding balance not in dispute.**
4. If it is determined that the credit union has made a mistake on your statement, you will not have to pay any finance charges on any disputed amount. If it turns out that the credit union has not made an error, you will have to pay finance charges on the amount in dispute, and you will have to make up any missed minimum or required payments on the disputed amount. Unless you have agreed that your statement was correct, the credit union must send you a written notification of what you owe; and if it is determined that the credit union did make a mistake in billing the disputed amount, you must be given the time to pay which you normally are given to pay undisputed amounts before anymore finance charges or late payment charges on the disputed amount can be charged to you.
5. If the credit union's explanation does not satisfy you and you notify the credit union in writing within **10** days after you receive its explanation that you still refuse to pay the disputed amount, the credit union may report you to credit bureaus and other creditors and may pursue regular collection procedures. But the credit union must also report that you think you do not owe the money, and the credit union must let you know to whom such reports were made. Once the matter has been settled between you and the credit union, the credit union must notify those to whom the credit union reported you as delinquent of the subsequent resolution.
6. If the credit union does not follow these rules, the credit union is not allowed to collect the first \$50 of the disputed amount and finance charges, even if the statement turns out to be correct.

The following procedure is for reconciling Checking Account only!

Step ①

Obtain your account register and check off the following items listed on your Checking Account:
1) Personal checks 2) Cash dispenser uses 3) Automatic transfers 4) Deposits.
If any of the above items (1) thru (4) are on your Checking Account, but not in your account register, then verify that they are your items. If so, then record them in your account register, and adjust your register balance.

Step ②

Enter each credit union charge against your Checking Account into your register and adjust your register balance.

Step ③

| List and total all deposits on your Checking Account not checked off in your register. This total will be used in Step ⑤. | |
|---|--------|
| Date | Amount |
| 1 | |
| 2 | |
| 3 | |
| 4 | |
| 5 | |
| 6 | |
| 7 | |
| 8 | |
| 9 | |
| 10 | |
| 11 | |
| 12 | |
| 13 | |
| 14 | |
| 15 | |
| 16 | |
| 17 | |
| 18 | |
| Total | |

Step ④

| List and total all checks and other payments on your Checking Account not checked off in your account register. This total will be used in Step ⑤. | |
|--|--------|
| Number | Amount |
| 1 | |
| 2 | |
| 3 | |
| 4 | |
| 5 | |
| 6 | |
| 7 | |
| 8 | |
| 9 | |
| 10 | |
| 11 | |
| 12 | |
| 13 | |
| 14 | |
| 15 | |
| 16 | |
| 17 | |
| Total | |

Step ⑤

| | |
|---|----------|
| ENTER: Checking Account balance | \$ _____ |
| ADD: Your total deposits not on your Checking Account. Step ③ | \$ _____ |
| SUB-TOTAL: | \$ _____ |
| SUBTRACT: Total drafts and other payments on your Checking Account not checked off in your account register, Step ④ | \$ _____ |
| SUB-TOTAL: | \$ _____ |
| ENTER AND SUBTRACT: Balance on your account register | \$ _____ |
| TOTAL: (Should be 0) | \$ _____ |
| IF THE TOTAL IS NOT ZERO, SEE STEP ⑥ | |

Step ⑥

Recheck Steps ① thru ⑤

Compare the amount entered on your Checking Account to the amounts you entered in your account register.

Check for addition and subtraction errors in your account register.

The **FINANCE CHARGE** for an open-end loan is computed by applying the periodic rate to each unpaid balance for the exact number of days each balance was outstanding. The balance used to compute the **FINANCE CHARGE** is that balance each day after credits are subtracted and new advances or other charges are added.

