

## 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

If you think your statement is wrong, or if you need more information about a transaction on your statement, write us (on a separate sheet) at the address listed on your statement. Write to us as soon as possible. We must hear from you no later than 60 days after we sent you the first statement on which the error or problem appeared. You can telephone us, but doing so will not preserve your rights.

#### In your letter, give us the following information:

- Your name and account number.
- The dollar amount of the suspected error.
- Describe the error and explain, if you can, why you believe there is an error. If you need more information, describe the item you are not sure about.

If you have authorized us to make your loan payment or credit card payment automatically from your share savings or share draft account, you can stop the payment on any amount you think is wrong. To stop the payment, your letter must reach us three business days before the automatic payment is scheduled to occur.

#### Your Rights and Our Responsibility After We Receive Your Written Notice

We must acknowledge your letter within 30 days, unless we have corrected the error by then. Within 90 days, we must either correct the error or explain why we believe the statement was correct.

After we receive your letter, we cannot try to collect any amount you question, or report you as delinquent. We can continue to bill you for the amount you question, including finance charges and we can apply any unpaid amount against your credit limit. You do not have to pay any questioned amount while we are investigating, but you are still obligated to pay the parts of your obligation that are not in question.

If we find that we made a mistake on your statement, you will not have to pay any finance charges related to any question amount. If we didn't make a mistake, you may have to pay finance charges, and you will have to make up any missed payments on the questioned amount. In either case, we will send you a statement of the amount you owe and the date that it is due.

If you fail to pay the amount that we think you owe, we may report you as delinquent. However, if our explanation does not satisfy you and you write to us within ten days telling us that you still refuse to pay, we must tell anyone we report you to that you have a question about your statement. And, we must tell you the name of anyone we reported you to. We must tell anyone we report you to that the matter has been settled between us when it finally is.

If we don't follow these rules, we can't collect the first \$50 of the questioned amount, even if your statement was correct.

#### In case of errors or questions about your electronic transfers (i.e. ATM, Direct Deposit, etc)

Call or write the credit union as soon as you can, if you think your statement or receipt is wrong or if you need more information about the transfer on your statement or receipt, we must hear from you no later than 60 days after we sent you the first statement on which the error or problem appeared. When you call or write:

1. Tell us your name and account number.
2. Describe the error, transfer or the payment you are unsure about, and explain as clearly as you can why you believe there is an error or why you need more information.
3. Tell us the dollar amount of the suspected error. We will investigate your complaint and will correct any error promptly. If we take more than 10 business days to do this, we will provisionally re-credit your account for the amount you think is in error; so that you will have use of the money during the time it takes us to complete our investigation.

#### Special Rule for Credit Card Purchases

If you have a problem with the quality of property or services that you purchased with a credit card, and you have tried in good faith to correct the problem with the merchant, you may have the right not to pay the remaining amount due on the property or services. There are two limitations to this right.

- a. You must have made the purchase in your home state or, if not within your home state, within 100 miles of your current mailing address; and
- b. The purchase price must have been more than \$50.

These limitations do not apply if we own or operate the merchant, or if we mailed you the advertisement for the property or services.

## The following procedure is for your Share Draft Account only!

### Step 1

Obtain your account register and check off the following items listed on your Share Draft Account:  
 (1) Personal drafts (2) Cash dispenser uses (3) Automated transfers (4) Deposits.  
 If any of the above items (1) thru (4) are on your Share Draft 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 Share Draft Account into your register and adjust your register balance.

### Step 3

List and total all deposits on your Share Draft Account not checked off in your account 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	
Total	

### Step 4

List and total all drafts and other payments on your Share Draft 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	
Total	

### Step 5

**ENTER:** Share Draft Account share balance. \$ \_\_\_\_\_

**ADD:** Your total deposits not on your Share Draft Account. Step 3 \$ \_\_\_\_\_

**SUB-TOTAL:** \$ \_\_\_\_\_

**SUBTRACT:** Total drafts and other payments on your Share Draft 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, RECHECK STEPS 1 THRU 5.

### FINANCE CHARGE – BALANCE COMPUTATION

The balance on which the finance charge is computed is the actual unpaid loan balance each day after credits are subtracted and new advances or other charges are added.

The finance charge is computed when you make a payment. For each day since your last payment, the unpaid balance in your account is multiplied by the corresponding daily periodic rate. The sum of these charges is the finance charge you owe.