

## **BILLING RIGHTS SUMMARY**

### **This notice contains important information about your rights and 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 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.

- 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 pay your OPEN-END Account automatically from your share account, share draft account, or through payroll deduction, 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 RESPONSIBILITIES 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 send statements to 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 statement 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 questioned 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 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 that we report you to that the matter has been settled between us when it finally is.

If we do not 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**

**In Case of Errors or Questions About My Electronic Services Transactions.**

***NON-PIN Based Transactions (ATM/POS)***

Telephone Card Services at: (866) 820-8856

**All Other Transactions**

Telephone you at: (800) 894-1200

or write you at: L.A. FINANCIAL FEDERAL CREDIT UNION P.O. BOX 6015 Pasadena, CA 91102-6015 ATTENTION: Electronic Funds Transfer Dept. as soon as I can if I think my statement or receipt is wrong or if I need more information about a transaction listed on the statement or receipt. You must hear from me no later than sixty (60) days after you send me the FIRST statement on which the problem or error appeared. I must:

- (1) Tell you my name and account number;
- (2) Describe the error or the transaction I am unsure about and explain as clearly as I can why I believe it is an error or why I need more information; and
- (3) Tell you the dollar amount of the suspected error.

If I tell you orally, you may require that I send you my complaint or question in writing within ten (10) business days. You will determine if an error occurred within ten (10) business days after you hear from me and will correct any error promptly. If you need more time, however, you may take up to forty-five (45) days to investigate my complaint or question. If you decide to do this, you will credit my account within ten (10) business days for the amount I think is in error, so that I will have the use of the money during the time it takes you to complete your investigation. However, if the notice of error involves a transfer to or from an account within thirty days after the first deposit to the account was made, you may have up to twenty (20) days to determine if an error occurred and you will credit such an account with twenty (20) days if more time is needed to complete your investigation. If you ask me to put my complaint or question in writing and you do not receive it within (10) business days, you may not credit my account. For electronic fund transfer resulting from a Point of Sale debit card transaction, initiated outside of the United States or occurring within thirty (30) days after the first deposit was made to the account, you may take up to ninety (90) rather than forty-five (45) calendar days to complete your investigation.

You will tell me the results of your investigation within three (3) business days after you finish your investigation. I may ask for copies of the documents that you used in your investigation.

You will send me a written explanation of the results of your investigation within three (3) business days after you finish your investigation, whether or not you decide there was an error. You will tell me if you are reversing a provisional credit. I may ask for copies of the documents that you used in your investigation. If you reverse a provisional credit, you will pay all items that overdraw your account for five business days after you send me the notice without imposing an overdraft fee. However, you can charge an overdraft fee for any item that overdraws my account by more than the amount of provisional credit. And after the five-day period, you will charge an overdraft fee on all overdrafts. I agree to immediately restore any amounts by which your account is overdrawn upon your written demand.

DIVIDENDS AND/OR INTEREST (IF \$10.00 OR MORE) WILL BE REPORTED TO INTERNAL REVENUE SERVICE AND APPLICABLE STATE AGENCY THROUGH PERIOD ENDING DEC 31ST AS INTEREST INCOME FOR THE CALENDAR YEAR.

**As required by law, you are hereby notified that a negative credit report reflection on your credit record may be submitted to a credit reporting agency if you fail to fulfill the terms of your credit obligations.**

**PERIODIC STATEMENT DISCLOSURE FOR OPEN-END LOANS**

The Periodic Rate and ANNUAL PERCENTAGE RATE is subject to change on loans marked "variable". Periodic Rate: The Periodic Rate used in calculating the INTEREST CHARGE is the Daily Periodic Rate based on the Annual Percentage Rate. When Periodic INTEREST CHARGE is imposed: The Periodic INTEREST CHARGE begins on the date each advance is posted to your account. How We Determine the Balance Upon Which Your Periodic INTEREST CHARGE is Computed: We figure the interest charge on your account by applying the periodic rate to the "daily balance" of your account each day, add any new purchases, advances or fees, and subtract any unpaid interest or other finance charges and any payments or credits. This gives us the daily balance.