



## **IMPORTANT INFORMATION REGARDING YOUR OPEN-END LOAN ACCOUNT**

FINANCE CHARGES (interest paid) are computed whenever any change in the outstanding loan balance occurs by multiplying the unpaid loan balance times the ANNUAL PERCENTAGE RATE (calculated as a daily factor) times the number of days the loan balance was outstanding since the last computation of FINANCE CHARGES and are collected upon receipt of payments. Open-End Loan advances are charged effective the date of disbursement and payments are credited effective the date of receipt. A LATE FEE of 20% of the interest due upon receipt of the payment is assessed on LOANS IN DEFAULT 7 DAYS OR MORE.

### **IN CASE OF ERRORS OR QUESTIONS ABOUT YOUR ELECTRONIC TRANSFERS**

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 of paper at the address shown on the statement as soon as possible. We must hear from you no later than sixty (60) days after we sent you the FIRST statement on which the suspected error or problem appeared. You can telephone us, but doing so will not protect your rights.

In your letter, give us the following information:

1. Your name and account number;
2. The dollar amount of the suspected error;

3. 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 unsure about.

You do not have to pay any amount in question while we are investigating a suspected error on your Open-End Account, but you are still obligated to pay the parts of your account that are not in question. While we investigate your question, we cannot report as delinquent or take any action to collect the amount you question.

### **IN CASE OF ERRORS OR QUESTIONS ABOUT YOUR STATEMENT**

Telephone us at (907) 745-4891 or (907) 694-4891, or write us at MATANUSKA VALLEY F.C.U., 1020 S. Bailey St., Palmer, AK 99645 as soon as you can if you think your statement is wrong or if you need more information about a transfer listed on the statement. We must hear from you no later than 60 days after we send you the FIRST statement on which the error or problem appeared.

1. Tell us your name and account number.
2. Describe the error or the transfer 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 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.