BILLING RIGHTS SUMMARY – Open Ended Credit Accounts

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 to us on a separate sheet at Downeast Credit Union, PO Box 130, Baileyville, Maine 04694 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 unsure about.

You do not have to pay any amount in question while we are investigating, but you are still obligated to pay the parts of your bill that are not in question. While we investigate your question, we cannot report you as delinquent or take any action to collect the amount you question.

In Case of Errors or Questions about your electronic transfers (ie. ATM, Direct Deposit, etc.):

Call or write to us at Downeast Credit Union, PO Box 130, Baileyville, Maine 04694, (207) 427-3333, as soon as you can, if you think your statement or receipt is wrong or if you need more information about a 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:

- Tell us your name and account number.
- Describe the error or 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.
- 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.

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 not have to pay the remaining amount due on the property or services. To use this right, all of the following must be true: (1) the purchase price must have been more than $50; and the purchase must have been made in your home state or within 100 miles of your current mailing address. (2) you must have used your credit card for the purchase. Purchases made with cash advances from an ATM or with a check that accesses your credit card account do not qualify. (3) you must not yet have fully paid for the purchase. These limitations do not apply if we own or operate the merchant, or if we mailed you the advertisement for the property or services. While we investigate, the same rules apply to the disputed amount as discussed above. After we finish our investigation, we will let you know our decision. If we think that you owe an amount and you do not pay, we may report you as delinquent.

The following is for your Share Draft Checking 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) Automatic 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 adust you 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		
17		
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

Date	Amount	
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		
13		
14		
15		
16		
17		
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