

# Required Account Disclosures

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## What To Do If You Think You Find a Mistake on Your Statement

If you think there is an error on your statement, write to us at:

Pittsford Federal Credit Union, PO Box 346, Pittsford NY 14534-0346

In your letter, provide the following information:

- Account information: Your name and account number
- Dollar amount: The dollar amount of the suspected error
- Description of Problem: If you think there is an error on your bill, describe what you believe is wrong and why you believe it is a mistake

You must contact us within 60 days after the error appeared on your statement.

You must notify us of any potential errors in writing. You may call us, but if you do, we are not required to investigate any potential errors and you may have to pay the amount in question.

While we investigate, whether or not there has been an error, the following are true:

- We cannot try to collect the amount in question nor report you as delinquent on that amount.
- The charge in question may remain on your statement, and we may continue to charge you interest on that amount. But, if we determine that we made a mistake, you will not have to pay the amount in question, or any interest or other fees related to that amount.
- While you do not have to pay the amount in question, you are responsible for the remainder of your balance.
- We can apply any unpaid amount against your credit limit.

## Electronic Transfers – Questions and Disputes

In Case of Errors or Questions About Your Electronic Transfers Telephone us at (800) 836-8010 or write us at PO Box 346, Pittsford, NY 14534-0346 as soon as you can, if you think your statement or receipt is wrong or if you need more information about a transfer on the 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.

- (1) Provide your name and account number (if any).
- (2) Describe the error or the transfer you are unsure about and explain as clearly as you can why you believe it 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 the use of the money during the time it takes us to complete our investigation.

## Definition – Daily Balance Method (Including Current Transactions)

We figure the interest charge for your line of credit account by applying the periodic rate to the “daily balance” of your account for each day in the billing cycle. To get the “daily balance” we take the beginning balance of your account each day, add any new purchases, advances, and/or fees, and subtract any unpaid interest or other finance charges and any payments or credits. This gives us the daily balance.

## Definition – Dividend Method for dividends earned on Savings, Checking and/or Share Certificates

Dividends are calculated by the daily balance method which applies a daily periodic rate to the principal in the account each day.