



IN CASE OF ERRORS OR QUESTIONS ABOUT MY ELECTRONIC TRANSFERS

I will telephone Water and Power Community Credit Union (you) at 800-300-9728 or write you at 1053 W. Sunset Blvd., Los Angeles, CA 90012-2134 as soon as I can, if I think my statement or receipt is wrong or if I need more information about a transfer listed on the statement or receipt. You must hear from me no later than 60 days after you sent the FIRST statement on which the problem or error appeared.

- (1) I will tell you my name and account number (if any).
- (2) I will describe the error or the transfer I am unsure about, and explain as clearly as I can why I believe it is an error or why I need more information.
- (3) I will tell you the dollar amount of the suspected error.

If I tell you orally, you may require that I send my complaint or question in writing within 10 business days. You will determine whether an error occurred within 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 45 days to investigate your complaint or question. If you decide to do this, you will credit my account within 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. 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 errors involving new accounts, point-of-sale, or foreign- initiated transactions, you may take up to 90 days to investigate my complaint or question. For new accounts, you may take up to 20 business days to credit my account for the amount I think is in error. You will tell me the results within three business days after completing your investigation. If you decide that there was no error, you will send me a written explanation. I may ask for copies of the documents that you used in your investigation.

PERIODIC STATEMENT DISCLOSURES FOR OPEN-END LOANS EACH LOAN MARKED * IS OPEN END

PERIODIC RATE: The periodic rate used in calculating the **FINANCE CHARGE** is the daily periodic rate (shown on this statement). **WHEN PERIODIC FINANCE CHARGE IS IMPOSED:** The periodic **FINANCE CHARGE** begins on the date each advance is posted to my account. **HOW YOU DETERMINE THE BALANCE UPON WHICH MY PERIODIC FINANCE CHARGE IS COMPUTED:** To get the unpaid balance you will take the amount

of the loan outstanding and unpaid after each transaction. This gives you the unpaid balance. **HOW YOU DETERMINE MY TOTAL PERIODIC FINANCE CHARGE:** Each time I make a payment on my account (or from the date of my first advance on a new account), you will multiply the unpaid balance by the daily periodic rate (see statement), and multiply that result by the number of days since the date of the last payment (or from the date of my first advance on a new account). When advances are added to the loan, the periodic **FINANCE CHARGE** is computed on the unpaid balance from the date of the last payment (or from the date of my first advance on a new account) to the date of the additional advance, then on the total unpaid balance to the date of the next payment. This determines my total periodic **FINANCE CHARGE** for the billing cycle. A minus (-) figure in the periodic **FINANCE CHARGE** column on the statement indicates a credit of a periodic **FINANCE CHARGE** to my account. A "closing date" on the statement indicates the closing date of my billing cycle.

BILLING RIGHTS SUMMARY

IN CASE OF ERRORS OR QUESTIONS ABOUT MY STATEMENT

If I think my statement is wrong, or if I need more information about a transaction on my statement, I'll write you on a separate sheet at the address shown on my statement as soon as possible. You must hear from me no later than 60 days after you sent the first statement on which the error or problem appeared. I can call you, but doing so will not preserve my rights.

In my letter, I'll give you the following information:

- My name and account number.
- The dollar amount of the suspected error.
- I'll describe the error and explain, if I can, why I believe there is an error. If I need more information, I'll describe the item I am unsure about.

I do not have to pay any amount in question while you are investigating, but I am still obligated to pay the parts of my statement that are not in question. While you are investigating my question, you cannot report me as delinquent or take any action to collect the amount I question.



