



Better BANKING for Less

8100 Professional Place, Suite 308
Hyattsville, MD 20785-2229
(202)-707-5852 or (800)-325-2328

Electronic Funds Transfer and Point of Sale Disclosure

In case of errors or questions about your electronic transfers, telephone us or write us at the telephone number or address set forth above as soon as you can. We must hear from you no later than sixty (60) days after we sent the FIRST statement on which the error or problem appeared.

- a. Tell us your name and account number.
- b. Describe the transaction you are unsure about, and explain as clearly as you can why you believe it is in error or why you need more information.
- c. Tell us the dollar amount of the suspected error.

If you tell us orally, we may require that you send us your complaint or question in writing within ten (10) business days.

We will tell you the results of our investigation within ten (10) business days after we hear from you and will correct the error promptly. For errors related to transactions occurring within thirty (30) days after the first deposit to the account (new accounts), we will tell you the results of our investigation within twenty (20) business days. If we need more time, however, we may take up to forty-five (45) calendar days to investigate your complaint or question (ninety (90) calendar days for POS transaction errors, new account transaction errors, or errors involving transactions initiated outside the United States). If we decide to do this, we will credit your account within ten (10) business days (five (5) business days for VISA CheckCard point-of-sale transactions) 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. If we ask you to put your complaint or question in writing and we do not receive it within ten (10) business days, we may not credit your account.

If we decide after our investigation that an error did not occur, we will deliver or mail to you an explanation of our findings within three (3) business days after the conclusion of our investigation. If you request, we will provide you copies of documents (to the extent possible without violating other members' rights to privacy) relied on to conclude that the error did not occur.

Errors or Questions About Your Statement of Account

1. If you want to preserve your rights under the Act, here's what to do if you think your Statement is wrong or if you need more information about an item:
 - A. Write on the Statement of Account or separate sheet of paper (you may telephone your inquiry but doing so will not preserve your rights under this law):
 1. Your name and account
 2. A description of the error and an explanation (to the extent you can explain) why you believe it is an error. If you need more information, explain the item you are not sure about and, if you wish, ask for evidence of the transaction such as copy of the credit request voucher. Do not send in your copy of any document unless you have a duplicate copy for your records
 3. The dollar amount of the suspected error
 4. Any other information (such as your address) which you think will help the Credit Union to identify you or the reason for your complaint or inquiry.
 - B. Send your notice of statement error to the address on the front of this statement. Mail it as soon as you can, but in any case, early enough to reach the Credit Union within 60-days after the statement was mailed or otherwise delivered to you.
2. The Credit Union must acknowledge all letters pointing out possible errors within 30 days of receipt. Within 90 days after receiving your letter, the Credit Union must either correct the error or explain why the Credit Union believes the statement was correct. Once the Credit Union has explained the statement, the Credit Union has no further obligation to you even though you still believe that there is an error, except as provided in paragraph 5 below.
3. After the Credit Union has been notified, neither the Credit Union, nor an attorney nor a collection agency may send you collection letters or take other collection action with respect to the amount in dispute; but periodic statements may be sent to you, and the disputed amount cannot be applied against your credit limit. You cannot be threatened with damage to your credit ratings or sued for the amount in question, nor can the disputed amount be reported to a credit bureau or to other creditors as delinquent until the Credit Union has answered your inquiry. However, you remain obligated to pay the parts of your outstanding balance not in dispute.
4. If it is determined that the Credit Union has made a mistake on your statement, you will not have to pay any finance charges on any disputed amount. If it turns out that the Credit Union has not made an error, you will have to pay finance charges on the amount in dispute and you will have to make up any missed minimum or required payments on the disputed amount. Unless you have agreed that your statement was correct, the Credit Union must send you a written notification of what you owe.
5. If the Credit Union's explanation does not satisfy you and you notify the Credit Union in writing within 10 days after you receive its explanation that you still refuse to pay the disputed amount, the Credit Union may report you to credit bureaus and other creditors and may pursue regular collection procedures. But the Credit Union must also report that you think you do not owe the money and the Credit Union must let you know to whom such reports were made. Once the matter has been settled between you and the Credit Union, the Credit Union must notify those to whom the Credit Union reported you as delinquent of the subsequent resolution.
6. If the Credit Union does not follow these rules, the Credit Union is not allowed to collect the first \$50 of the disputed amount and finance charges, even if the statement turns out to be correct.
7. If you have a problem with property or services purchased with a credit card, you may have the right not to pay the remaining amount due on them, if you first try in good faith to return them or give the merchant a chance to correct the problem. There are two limitations on the right.
 - a. You must have bought them in your home state or if not within your home state, within 100 miles of your address: and
 - b. The purchase price must have been more than \$50.However, these limitations do not apply if the Credit Union mailed you the advertisement for property or services.