

## Member Service Contact Information

If you have any questions regarding your account(s), including transactions preceded by "EFT", "ATM", "ACH" or "POS", or you suspect an error, call a number below or write to us at the following address:

585.336.1000 800.848.2265 TDD: 585.336.1399 800.243.6722	ESL Federal Credit Union (ESL) Corporate Headquarters P.O. Box 92714 Rochester, NY 14692-8814	esl.org
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## Regular Accounts (checking, savings, certificates, IRAs, mortgages, loans)

### ERROR RESOLUTION

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

If you think your statement or receipt is wrong, or if you need more information about your electronic funds transfer on the statement or receipt, contact us at the telephone number or address shown above. 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. Tell us your name and member number.
2. 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.
3. Tell us the dollar amount of the suspected error.

We will investigate your complaint and will correct an error promptly. If we require more than 10 business days (or 20 business days for new members' accounts) to do this, we will recredit your account in question so that you may have the use of the money during the time it takes to complete the investigation.

If you have arranged to have direct deposit made to your account(s) at least once every 60 days from the same person or company you can find out if the deposit was made by logging on to ESL Internet Banking at [esl.org](http://esl.org), going to ESL Online Chat at [esl.org](http://esl.org), or by contacting us using the Member Service Contact Information at the top of this page.

#### INFORMATION FOR CASH RESERVE MEMBERS AVERAGE DAILY BALANCE COMPUTATION METHOD.

We figure the FINANCE CHARGE on your account by applying the periodic rate to the "average daily balance" of your account, including current transactions.

To get the "average daily balance" we take the beginning balance of your account each day, add any new advances, and subtract any payments or credits.

This gives us the daily balance. Then, we add up all the daily balances for the statement cycle and divide them by total number of days in the statement cycle. This gives us the "average daily balance."

### BILLING RIGHTS SUMMARY

#### What to do if you think you find a mistake on your Cash Reserve statement

If you think there is an error on your statement, contact us using the Member Service Contact Information listed at the top of this page.

When you contact us, please 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 [or electronically]**. 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, or 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.

If you have a problem with the quality of goods or services that you purchased with a credit card, which could also include your Check 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 goods or services. You have this protection only when the purchase price was more than \$50 and the purchase was made in your home state or within 100 miles of your mailing address. (If we own or operate the merchant or if we mailed you the advertisement for the property or services, all purchases are covered regardless of amount or location of purchase.)

**Other Names** – Persons listed as "Other Names" may be joint account holders, powers of attorney, guardians, custodians, conservators, representative payees, etc. depending on how you have structured your account.

#### For Change of Address:

Please call the telephone number shown at the top of this page to notify us of a change of address.

#### Statement Frequency

Daily Dividend: Quarterly if the account does **not** have an ATM card, an EFT transaction, and an ACH transaction; or Monthly if the account has an ATM card, and EFT transaction, or an ACH transaction.

Money Maker: Monthly IRA Money Maker: Quarterly Checking: Monthly	Non IRA Certificates: Annually IRA Certificates: Quarterly Daily Dividend: Quarterly
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## Home Equity Line of Credit Accounts (HELOC)

### THIS STATEMENT SHOULD BE RETAINED FOR YOUR RECORDS

#### INFORMATION ABOUT THE COMPUTATION OF THE FINANCE CHARGE ON YOUR HOME EQUITY LINE ACCOUNT

We calculate the FINANCE CHARGE on your account by multiplying the daily periodic rate by the unpaid Principal Balance at the end of each day. We then multiply the resulting amount by the number of days that balance has been unpaid. The sum of all FINANCE CHARGES on any outstanding balances since your last payment is the total FINANCE CHARGE you owe. The balance on your account changes each time new amounts are advanced or other charges are added, or when payments or other credits are subtracted. The periodic rate may vary.

#### BILLING RIGHTS SUMMARY

##### IN CASE OF ERRORS OR QUESTIONS ABOUT YOUR HOME EQUITY LINE 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 and mail to ESL Federal Credit Union, P.O. Box 92714, Rochester, NY 14692-8814 as soon as possible. We must hear from you no later than 60 days after we have 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:

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, but you are still obligated to pay the parts of your statement 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.

**Electronic Check Conversion:** When you provide a check as payment, you authorize us to either use information from your check to make a one-time electronic funds transfer (ECK) from your account or to process the payment as a check transaction. For electronic transactions, funds may be withdrawn from your account as soon as the same day we receive your payment and your check will be destroyed.

**LATE PAYMENT CHARGE** — Any payment we receive 15 days after your due date is late. We will charge you a late fee, and it will appear on a future statement.

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


In case of errors or questions about your electronic transfers, telephone us at 585.336.1000, toll free 800.848.2265 or write to us at ESL Federal Credit Union, P.O. Box 92714, Rochester, NY 14692-8874 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 have sent 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 (or 20 business days for new members' accounts) to do this, we will recredit your account for the amount you think the error is, so that you will have the use of the money during the time it takes us to complete our investigation.

Any questions on transactions preceded by "EFT", "ACH", or "ATM", call 585.336.1000 or 800.848.2265. Otherwise, write to us at the Rochester, NY address shown above.

**NOTICE:** It is your responsibility to carry adequate fire hazard insurance on your property. We suggest a periodic review with your insurance agent. You may prepay all, or any part of the amount outstanding under your Equity Line amount anytime without penalty.

<b>Member Service Contact Information</b>	
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585.336.1000 Toll Free 800.848.2265 TDD 585.336.1399 / 800.243.6722 Or visit us online at <a href="http://esl.org">esl.org</a>	

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