

BILLING STATEMENT DISCLOSURE

SIMPLE INTEREST LOANS – INCLUDING CONSUMER, MORTGAGE and MOBILE HOME LOANS:

Your **INTEREST/FINANCE CHARGE** on these loan accounts/subaccounts for any billing cycle is determined by dividing the **ANNUAL PERCENTAGE RATE** indicated on the reverse side of this statement by 365 (366 during leap year) and multiplying the result by the daily unpaid principal balance for each day during the billing cycle. **INTEREST/FINANCE CHARGES** are imposed using the previously noted formula from the date each advance is made and continue to accrue on unpaid balances as long as they remain unpaid. The daily unpaid principal balance does not include unpaid **INTEREST/FINANCE CHARGES**. There is no penalty for prepayment; prepayment will reduce the **INTEREST/FINANCE CHARGE**. Even if you prepay, you will still be required to make the regularly scheduled payments unless we agree in writing to a change in the payment schedule. Late payments will increase the cost of credit. If your payment is more than 10 days late we may collect a late fee and we may consider you to be in default and suspend additional advances of credit per the terms of your loan agreement.

HOME EQUITY LINE OF CREDIT LOANS: Your **FINANCE CHARGE** on these loans for any billing cycle is determined by applying the applicable Daily Periodic Rate indicated on the reverse side of this statement to the daily unpaid principal balance for each day during the billing cycle. **FINANCE CHARGES** are imposed at the applicable Daily Periodic Rate from the date your loan is originated and continue to accrue on unpaid balances as long as they remain unpaid. The Daily Periodic Rate is the **ANNUAL PERCENTAGE RATE** divided by 365 (366 during leap year). To get the daily unpaid principal balance, we take the beginning balance each day, add any new advances or debits, and subtract any payments or credits. The daily unpaid principal balance does not include unpaid **FINANCE CHARGES**. There is no penalty for prepayment; prepayment will reduce the **FINANCE CHARGE**. Late payments will increase the cost of credit. If your payment is 15 days or more late on a monthly payment plan or 10 or more days late on a biweekly payment plan, we may collect a late charge of \$15.00 or 5% of the payment due, whichever is greater. If your payment is late we may consider you to be in default and suspend additional advances of credit per the terms and conditions of your loan agreement.

IMPORTANT DISCLOSURE INFORMATION FOR HOME EQUITY LINE OF CREDIT LOANS WITH CARD ACCESS:

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. There are two (2) limitations on this right: (a) You must have made the purchase in your home state or, if not within your home state, within 100 miles of your current mailing address; and (b) The purchase price must have been more than \$50. These limitations do not apply if we own or operate the merchant, or if we mailed you the advertisement for the property or services.

LOST or STOLEN NOTIFICATION: You agree to notify us immediately orally or in writing, at P.O. Box 45085, Jacksonville, FL 32232-5085 or telephone (800) 449-7728, twenty-four hours a day, seven days a week, of the loss, theft, or unauthorized use of your card, account number, and/or Personal Identification Number (PIN). Telephoning is the best method of minimizing your possible losses.

CENTRALIZED ADDRESS FOR BANKRUPTCY CORRESPONDENCE: Please be advised that all correspondence relating to bankruptcy filing should be directed to the following address: VyStar Credit Union, Attn. Collections Dept – Bankruptcy Processing, P.O. Box 45085, Jacksonville, FL 32232-5085.

We may report information about your account to credit bureaus. Late payments, missed payments, or other defaults on your account may be reflected in your credit report.

FINANCE AND INTEREST CHARGES, LATE FEES AND ANNUAL PERCENTAGE RATES ON ALL LOAN TYPES HAVE BEEN DISCLOSED TO THE BORROWER PRIOR TO CONSUMMATION OF THE LOAN.

FOR OVERNIGHT PAYMENT DELIVERY, SEND TO: VyStar Credit Union, 4949 Blanding Blvd, Jacksonville, FL 32210

IN CASE OF ERRORS OR QUESTIONS ABOUT YOUR BILL

If you think your bill is wrong, or if you need more information about a transaction on your bill, write us on a separate sheet at VyStar Credit Union, P.O. Box 45085, Jacksonville, FL 32232-5085 as soon as possible. We must hear from you no later than 60 days after we sent you the first bill on which the error or problem appeared. You can telephone us at 904-777-6000 / 1-800-445-6289 (Option 9), 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.

If you still believe there are any discrepancies or questions that have not been sufficiently answered in a previous request, please write the Audit Committee P.O. Box 7417, Jacksonville, Florida 32238-7417.

**FEDERALLY
INSURED
BY NCUA**

