



Cascade Community Federal Credit Union • PO Box 1166 Roseburg OR 97470 • 541.672.9000 or 800.848.0618 • www.CascadeCU.org

NOTICE: FEDERAL INCOME TAX WITHHOLDING FOR PAYMENTS FROM AN IRA — Payments from your IRA are subject to federal income tax withholding, unless you elect no withholding. You may change your withholding election at any time prior to your receipt of a payment. To change your withholding election, contact us for the appropriate form to complete. Withholding from IRA payments, when combined with other withholding, *may* relieve you from payment of estimated income taxes. However, your withholding election does not affect the amount of income tax you pay. You may incur penalties under the estimated tax rules if your withholding and estimated tax payments are insufficient.

METHOD USED TO DETERMINE THE LOAN BALANCE SUBJECT TO INTEREST RATE — The INTEREST CHARGED is based on your outstanding balance and is computed by multiplying the unpaid principal balance of your loans by a periodic rate, then multiplying the result by the number of days since your last payment. When advances are added to your existing loan, the INTEREST CHARGED is computed on the principal balance from the date of the last payment to the date of the new advance, then on the total outstanding principal balance to the date of payment at the rate in effect at the time of each advance. The unpaid principal balance is the amount of the loan outstanding that remains unpaid at the close of business each day after all transactions for that day. If you need more information about the balance computation method and how resulting interest charges were determined, please contact us as above.

MAILED PAYMENTS — Subject to applicable law, we credit mailed payments as of the date received if the payment is: (1) received by 5 pm local time at the address shown above; (2) paid with a single negotiable instrument, in US funds, clearable thru the US banking system; (3) includes your account number; and (4) sent, post paid, with only the remittance portion of the statement and with no other content in the supplied return envelope. Mailed payments not meeting these criteria will be credited as provided by law and as quickly as can reasonably be processed.

NEGATIVE INFORMATION NOTICE — We may report to credit bureaus information about your account including late payments, missed payments, or other defaults which may then appear in your credit report. If you think we reported inaccurate information, write us at the address above.

BILLINGS RIGHTS SUMMARY **What To Do If You Find A Mistake On Your Statement**

If you think there is an error on your statement, write to us at the above address, or reach us using the secure email portal at <https://www.cascadecu.org/contact.php>. In your letter, give us 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, and at least 3 business days before an automated payment is scheduled, if you want to stop payment on the amount you think is wrong. 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:

- We can apply any unpaid amount against your credit limit.
- We cannot try to collect the amount in question, or report you as delinquent on that amount.
- While you do not have to pay the amount in question, you are responsible for the remainder of your balance
- 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.

In Case of Errors or Questions About Your Electronic Transfers

Telephone us at the number shown above or write us at the address shown above, or reach us using the secure email portal at <https://www.cascadecu.org/contact.php> 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) Tell us 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. Rev Feb 2015

