

# Point Breeze Credit Union

## FINANCE CHARGE COMPUTATION

You can avoid Finance Charge on Purchases by paying the full amount of the New Balance of Purchases each month within 25 days of your statement closing date. Otherwise, the New Balance of Purchases, and subsequent purchases from the date they are posted to your account, will be subject to a FINANCE CHARGE. Cash advances are always subject to FINANCE CHARGE from the date they are posted to your account. FINANCE CHARGE (interest) is calculated by multiplying 1/12 of your annual percentage rate by the average daily balance of purchases and cash advances. The principle balances of purchases and cash advances are determined each day during the statement period, beginning with the principal portion of your Previous Balances, reduced by payments you make and credits we apply, and increased by purchases and cash advances you make and debit adjustments we make during the statement period. The daily principal balances are totaled, and divided by the number of the days in the statement period, to produce separate average daily principle balances for purchases and cash advances to which the periodic rate is then applied. If your payment is more than 10 days past the statement due date, you will be charged a late charge equal to 20% of the interest due or \$10, whichever is the greater. At no time will the late payment fee exceed the greater of \$25 or the minimum payment due.

Please send payments to:

Point Breeze Credit Union  
11104 McCormick Road  
Hunt Valley, MD 21031

Posting of payments sent to any other address may be delayed.

## NOTIFY US IN CASE OF ERRORS OR QUESTIONS ABOUT YOUR BILL

If you think your bill is wrong, or you need more information about a transaction on your bill, write us on a separate sheet at the address listed on your bill. Write us 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, 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 not sure about.

If you have authorized us to pay your credit card bill automatically from your Point Breeze Credit Union account, you can stop the payment on the amount you think is wrong. To stop the payment, your letter must reach us three business days before the automatic payment is scheduled to occur.

You remain obligated to pay the parts of your bill not in dispute, but you do not have to pay any amount in dispute during the time we are resolving the dispute. During that same time we may not take any action to collect disputed amounts or report disputed amounts as delinquent.

This is a summary of your rights. A full statement of your rights and our responsibilities under the Federal Fair Credit Billing Act will be sent to you both on request and in response to a billing error notice.

## To change your address please do one of the following:

- Login to Online Banking at [pbcu.com](http://pbcu.com); select My Profile and click on Edit next to Contact information, or
- Download a Change of Address Form at [pbcu.com](http://pbcu.com); select Forms & Applications from the home page or under the Resources tab and follow the instructions on the form, or
- Write a letter and send it to:

Point Breeze Credit Union  
ATTN: Member Service Department  
11104 McCormick Road  
Hunt Valley, MD 21031

Letter must be notarized and must contain: Name, Member Number, Old & New Address, Effective Date, Authorized Signature.

Questions? Please call 410.584.7228 or send an email to [mail@pbcu.com](mailto:mail@pbcu.com).

## SPECIAL RULE FOR CREDIT CARDS

If you have a problem with the quality of property or services that you have purchased with a credit card, and you have tried in good faith to correct the problem with the merchant, you may have the right not to pay the remaining amount due on the property or services. There are two 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.

## IN CASE OF ERRORS OR QUESTIONS ABOUT YOUR ELECTRONIC TRANSFER-FEDERAL ELECTRONIC FUNDS TRANSFER ACT

Telephone or write us as soon as possible, 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.
2. Tell us the dollar amount and date of the suspected error.
3. 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.

We will investigate your complaint and will correct any error promptly. If we take more than ten (10) business days to do this, we will recredit 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.

If we decide that there was no error, we will send you a written explanation within three business days after we finish our investigation. You may ask for copies of the documents that we used in our investigation.

**IF YOU BELIEVE THAT YOUR CARD HAS BEEN LOST OR STOLEN, IMMEDIATELY CALL: 800.472.3272.**

How to reach us:

Point Breeze Credit Union	<a href="http://www.pbcu.com">www.pbcu.com</a>
Attn: Card Services	<a href="mailto:mail@pbcu.com">mail@pbcu.com</a>
11104 McCormick Road	410.584.7228
Hunt Valley, MD 21031	888.233.7228

**Federally Insured By NCUA  
Equal Housing Opportunity**