

## **LOAN BILLING RIGHTS SUMMARY**

### **In Case of Errors or Questions about Your Bill**

**Phone us: 270-684-3557**

**Or**

**Write us: P. O. Box 988, Owensboro, KY 42302**

If you think your bill is wrong, or if you need more information about a transaction on your bill, write us at the address shown on your billing statement as soon as possible. We must hear from you no later than 60 days after we have made available to you the first bill on which the error or problem appeared. You can telephone us, but doing so will not preserve your rights.

Give us the following information in your letter:

1. Your name and account number
2. The dollar amount of the suspected error
3. Describe the error or 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 delinquent or take any action to collect the amount you question.

#### **Computation of Finance Charges**

Finance charges begin to accrue immediately when an advance is made on your loan. To figure the finance charge for each billing cycle, a daily periodic rate is multiplied by the daily balance of the loan account each day. To figure the daily balance; take the loan account balance at the beginning of each day, add new advances and subtract and payments or credits that apply to debt repayment, unpaid finance charges, fees and charges. This is the daily balance.

#### **Payments**

You may at any time pay your total indebtedness or any part of it, but you must pay at least the "minimum payment due" shown on the front of your billing statement by the "payment due date." Payments are credited to your account as of the date of receipt.