

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

Telephone us locally at (860) 423-4581 or toll free at (800) 423-0142 or write us at Savings Institute Bank & Trust, 803 Main St, Willimantic, CT 06226 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. Your name and account number.
2. The dollar amount of the suspected error.
3. Describe the error or transfer and explain, if you can, why you believe there is an error. If you need more information, describe the item that you are unsure about.

If you tell us orally, we may require that you send us your complaint or question in writing within ten (10) business days. We will determine whether an error occurred within ten (10) business days after we hear from you and will correct any error promptly. However, if we need more time, we may take up to forty-five (45) days to investigate your complaint or questions for most types of errors. (If the complaint or question concerned a transaction that was initiated in a foreign country, a point of sale transaction, or a transaction that occurred within thirty (30) days of the first deposit to your account, we may take up to ninety (90) days to complete our investigation.) If we decide to take this extra time to investigate, we will re-credit your account within ten (10) business days for the amount you think is in error, so that you will have use of the money during the time it takes us to complete our investigation. (Twenty (20) business days if the error occurred within thirty (30) days of the first deposit to your account.) We will tell you the results within three (3) business days after completing our investigation. If we decide that there was no error, we will send you a written explanation. You may ask for copies of the documents that we used in our investigation.

**The following pertains to accounts established for personal, family or household purposes only.**

## BILLING RIGHTS SUMMARY IN CASE OF ERRORS OR QUESTIONS ABOUT YOUR STATEMENT

If you think your statement is wrong, or if you need more information about the transaction on your statement, write us at 803 Main Street, Willimantic, CT 06226. We must hear from you no later than sixty (60) days after we sent you the first statement on which the error or problem appeared. You may 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 or transfer and explain, if you can, why you believe there is an error. If you need more information, describe the item that 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.

## BALANCE SUBJECT TO INTEREST RATE

### INFORMATION WITH REGARD TO HOME EQUITY LINE OF CREDIT AND INSTI-RESERVE ACCOUNTS:

We calculate the FINANCE CHARGE on your account by applying the DAILY PERIODIC RATE to the AVERAGE DAILY BALANCE on your account. The product of this is then multiplied by the number of days in the billing cycle to determine the FINANCE CHARGE for the billing cycle. To compute the AVERAGE DAILY BALANCE on your account, we take the beginning balance in your account each day and we add any cash or loan advances and subtract any payments or credits. This gives us your daily balance. We then accumulate each daily balance for the billing/statement cycle and divide by the total number of days in the cycle. The result of this computation is the AVERAGE DAILY BALANCE. FINANCE CHARGES are added to your account monthly on the closing date of the billing cycle, but such FINANCE CHARGES are never added to the balance on which finance charges are computed, whether current or carried over from a prior billing cycle. Home Equity Lines of Credit and Insti-Reserve Accounts are variable interest rate loans and therefore the daily periodic rate may vary from billing cycle to billing cycle in accordance with the terms of the loan.

IF YOUR NAME OR ADDRESS IS SHOWN INCORRECTLY, PLEASE COMPLETE THE SECTION BELOW AND RETURN THIS SECTION TO US BY MAIL OR DELIVER TO OUR ADDRESS.

NAME \_\_\_\_\_  
(PLEASE PRINT)

STREET ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP CODE \_\_\_\_\_

DATE \_\_\_\_\_ AUTHORIZED SIGNATURE \_\_\_\_\_

TELEPHONE (        ) \_\_\_\_\_ (DAYTIME) (        ) \_\_\_\_\_ (HOME)

THIS CHANGE APPLIES TO: MORTGAGE LOAN  INSTALLMENT LOAN  COMMERCIAL LOAN   
CHECKING ACCOUNT:  SAVINGS ACCOUNT  CERTIFICATE OF DEPOSIT  INDIVIDUAL RETIREMENT ACCOUNT