

BLOOMFIELD STATE BANK

Error Resolution

IN CASE OF ERRORS OR QUESTIONS ABOUT YOUR ELECTRONIC TRANSFER:

Notify us promptly if you think your statement of receipt is wrong or if you need more information about a transfer listed on the statement or receipt. You must notify us no later than 60 days after the first statement sent by the bank on which the problem or error appeared.

1. Tell us your name and account number.
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.

If you tell us verbally, we may require that you send us your complaint or question in writing within 10 business days.

We will tell you the results of our investigation within 10 business days after we hear from you, and we will correct any error promptly. If we need more time, however, we may take up to 45 days to investigate your complaint or question. If this action is deemed necessary, we will re-credit your account with 10 business days 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 ask you to put your complaint or question in writing and we do not receive it within 10 business days, we may not re-credit your account. If we decide that there was no error, we will send you a written explanation within 3 business days after we finish our investigation. You may ask for copies of the documents that we used in our investigation.

IN CASE OF ERRORS OR INQUIRIES ABOUT YOUR CHEK-GUARD BILL:

Send your inquiry in writing on a separate sheet so that the bank receives it within 60 days after the bill was mailed to you. Your written inquiry must include:

1. Your name and account number.
2. A description of the error and why (to the extent you can explain) you believe it is an error, and
3. The dollar amount of the suspected error.

If you have authorized your bank to automatically pay your bill from your checking or savings account, you can stop or reverse payment on any amount you think is wrong by mailing your notice so that the bank receives it within 3 business days prior to the scheduled payment date. 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 the bank is resolving the dispute. During that same time the bank 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 the bank's responsibilities under the Federal Fair Credit Billing Act will be sent to you both upon request and in the response to a billing error notice.

FINANCIAL CHARGE COMPUTATION: We figure the finance charge on your account by applying the periodic rate to the "average daily balance" of your account (including current transactions). To get the "average daily balance" we take the beginning daily balance of your account each day, add any new billing cycle and divide the total by the number of days in the billing cycle. This gives us the "average daily balance". Your loan periodic rate upon which finance charges will be based may vary as interest rates change.