

# **YOUR BILLING RIGHTS ~ KEEP THIS NOTICE FOR FUTURE USE**

This notice contains important information about your rights and our responsibilities under the Fair Credit Billing Act.

## **Notify us in case of errors or questions about your bill**

If you think your bill is wrong, or if you need more information about a transaction on your bill, write us on a separate sheet of paper at: Gold Coast FCU, P.O. Box 16719, West Palm Beach, FL, 33416-6719. Write to 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 may also contact us by email at [easymail@gcfcu.org](mailto:easymail@gcfcu.org). 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.*

## **Your rights and our responsibilities after we receive your written notice**

We must acknowledge your letter within 30 days, unless we have corrected the error by then. Within 90 days, we must either correct the error or explain why we believe the bill was correct. After we receive your letter, we cannot try to collect any amount you question, or report you as delinquent. We can continue to bill you for the amount you question, including finance charges, and we can apply any unpaid amount against your credit limit. You do not have to pay any questioned amount while we are investigating, but you are still obligated to pay the parts of your bill that are not in question. If we find that we made a mistake on your bill, you will not have to pay any finance charges related to any questioned amount. If we didn't make a mistake, you may have to pay finance charges, and you will have to make up any missed payments on the questioned amount. In either case, we will send you a statement of the amount you owe and the date that it is due.

If you fail to pay the amount that we think you owe, we may report you as delinquent. However, if our explanation does not satisfy you and you write to us within ten days telling us that you still refuse to pay, we must tell anyone we report you to that you have a question about your bill. And, we must tell you the name of anyone we reported you to. We must tell anyone we report you to that the matter has been settled between us when it finally is. If we don't follow these rules, we can't collect the first \$50 of the questioned amount, even if your bill was correct.

## **Electronic funds transfers**

If you have errors or questions about your electronic transfers, telephone us at 561-965-1000, write us at Gold Coast FCU, P.O. Box 16719, West Palm Beach, FL, 33416-6719, or email us at [easymail@gcfcu.org](mailto:easymail@gcfcu.org) as soon as you can. We must hear from you no later than 60 days after we sent the FIRST statement on which the problem or error appeared.

- *Tell us your name and account number (if any).*
- *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.*
- *Tell us the dollar amount of the suspected error.*

If you tell us orally, we may require that you send us your complaint or question in writing within 10 business days. We will determine whether an error occurred within 10 business days after we hear from you and 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 we decide to do this, we will credit your account within 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 credit your account.

For errors involving new accounts, point-of-sale, or foreign-initiated transactions, we may take up to 90 days to investigate your complaint or question. For new accounts, we may take up to 20 business days to credit your account for the amount you think is in error. We will tell you the results within three 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.

## **Important information about procedures for opening a new account**

To help the government fight the funding of terrorism and money laundering activities, Federal law requires all financial institutions to obtain, verify and record information that on personal accounts identifies each person who opens an account.

In addition, each time an account is opened for a covered Legal Entity we are required to obtain, verify and record identifying information for each individual that has a beneficial ownership (25% or more) in the Legal Entity and one individual that has a significant managerial responsibility for the Legal Entity.

What this means for you: When you open an account, we will ask for your name, address, date of birth, social security number, your driver's license or other identification documents that will allow us to identify you.

# YOUR BILLING RIGHTS

This notice tells you about your rights under the Fair Credit Billing Act, and is for members who do not have a Home Equity Loan at Gold Coast FCU.

## 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: Gold Coast FCU, P.O. Box 16719, West Palm Beach, FL, 33416-6719. You may also contact us by email at [easyemail@gcfcu.org](mailto:easyemail@gcfcu.org).

In your letter, give us the following information:

- *Your name and account number.*
- *The dollar amount of the suspected error.*
- *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/or at least three 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, by email. 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.

## What Will Happen After We Receive Your Letter

When we receive your letter, we must do two things:

- *Within 30 days of receiving your letter, we must tell you that we received your letter. We will also tell you if we have already corrected the error.*
- *Within 90 days of receiving your letter, we must either correct the error or explain to you why we believe the bill is correct.*

While we investigate whether or not there has been an error:

- *We cannot try to collect the amount in question, or report you as delinquent on that amount.*
- *The charge in question may remain on your statement, and we may continue to charge you interest on that amount.*
- *While you do not have to pay the amount in question, you are responsible for the remainder of your balance.*
- *We can apply any unpaid amount against your credit limit.*

After we finish our investigation, we will tell you our decision. At that point, if we think you owe an amount and you do not pay, we may report you as delinquent.

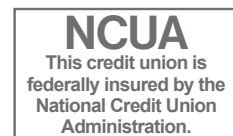
## Share Insurance

Protecting your savings is one of our major objectives. Your savings, up to \$250,000 per member will continue to be protected by federal deposit insurance, as provided by the National Credit Union Share Insurance Fund ("NCUSIF"). The standard share insurance amount of \$250,000 is per account owner for each account ownership category. A comprehensive booklet entitled "Your Insured Funds" is available on the [ncua.gov](http://ncua.gov) and [MyCreditUnion.gov](http://MyCreditUnion.gov) websites. This booklet contains a detailed discussion of all available types of NCUSIF coverage, along with examples illustrating how the coverage works in practice.

If you have any questions regarding this deposit insurance coverage or the insurance protection offered by the NCUSIF, please contact Member Connection at (561) 965-1000. As always, we thank you for your membership.

## Privacy Notice

Federal law requires us to tell you how we collect, share, and protect your personal information. Our privacy policy has not changed and you may review our policy and practices at [www.gcfcu.org](http://www.gcfcu.org): Scroll to the bottom and under Quick Links on the left, click Privacy Policy. We can mail you a free copy upon request if you call Member Connection at 561-965-1000.



04-2024