

---

# Your Billing Rights Notice Pertains To Open-End Credit Accounts Only. Keep This Notice For Future Use.

---

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

## Notify Ent Credit Union (us) in Case of Errors or Questions About Your Statement

If you think your statement is wrong, or if you need more information about a transaction on your statement, write to us on a separate sheet at the address listed on your statement. Write to us as soon as possible. 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 can telephone us, but doing so will not preserve your rights. In your letter, provide us with 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 Open-End Account (LOC) automatically from your savings account, checking account, or through payroll deduction, you can stop the payment on any amount you think is wrong. To stop the payment, your letter must reach us three (3) business days before the automatic payment is scheduled to occur.

Please send inquiries to: Ent Credit Union  
Fraud Management Department  
P.O. Box 15819, Colorado Springs  
Colorado 80935-5819.

## Your Rights and Our Responsibilities After We Receive Your Written Notice

We must acknowledge your letter within thirty (30) days, unless we have corrected the error by then. Within ninety (90) days, we must either correct the error or explain why we believe the statement 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 send statements to 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 statement that are not in question. If we find that we made a mistake on your statement, 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 for 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 (10) days telling us that you still refuse to pay, we must tell anyone we report you to that you have a question about your statement. 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.

## Debit Card Transactions

Ent Visa® Debit Cards have been enabled to accept non-Visa debit transaction processing that does not require PIN authentication in certain cases. Card networks that Ent partners with to handle such transactions are the NYCE, AFFN and Visa networks. Examples of

non-PIN authenticated transactions may include recurring bill payment transactions from utility or cable companies. As a cardholder you should know that such transactions will be excluded from Visa related benefits such as zero liability fraud protection and potentially could be excluded from Visa sponsored point reward programs.

## Electronic Fund Transfers Error Resolution Notice

In case of errors or questions about your electronic transfers, call or write us at the telephone number or address listed on your statement, as soon as you can if you think your statement or receipt is wrong, or if you need more information about a transfer listed on the statement or receipt. We must hear from you no later than sixty (60) days after we sent the first statement on which the problem or error appeared. If the transaction is a foreign remittance, we must hear from you no later than 180 days after the transaction appeared on your statement.

- Tell us your name and account number.
- 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 verbally, we may require that you send us your complaint or question in writing within ten (10) business days.

We will determine whether an error has occurred within ten (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 forty-five (45) days to investigate your complaint or question. If we decide to do this, we will credit your account within ten (10) business days (twenty (20) business days if your account has been open for thirty (30) days or less) for the amount you think is in error. This provisional credit enables you to have the use of the money during the time it takes us to complete the investigation. If the error concerns an electronic transfer that is 1) a foreign-initiated transaction, 2) a point-of-sale debit card transaction, or 3) a transaction occurring within the first thirty (30) days after deposit to a new account, a ninety (90) day investigation period in place of forty-five (45) days will apply. Please note that if we ask you to put your complaint or question in writing and we do not receive it within ten (10) business days of our request, we may not credit 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.

## Pre-Authorized Transfers

If you have arranged to have pre-authorized transfers made to your account at least once every sixty (60) days from the same person or company, you can call us at (719) 574-1100 or 800-525-9623 during business hours to verify that the transfer has occurred. This information may also be obtained via Online Banking at Ent.com or through Ent's Mobile and Telephone Banking Services. Funds Transfer Agreement and Notice can be found under Important Account Information at Ent.com/Legal.

You can find all of Ent's disclosures at [Ent.com/Legal](http://Ent.com/Legal).



Equal Housing Opportunity | Equal Opportunity Lender | Insured by NCUA | © Ent Credit Union, 2019

Rev. 11/19

(719) 574-1100  
800-525-9623  
Ent.com

