

Error Resolution Notice



In Case of Errors or Questions About Your Electronic Transfers. For consumer accounts, telephone us at (765) 529-5450, or write us at Citizens State Bank; Attn: Customer Care Department; PO Box C; New Castle, IN 47362 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.

- 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 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. 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 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 ten (10) business days, we may not credit your account.

If a notice of error involves an electronic fund transfer that occurred within thirty (30) days after the first deposit to the account was made, the error involves a new account. For errors involving new accounts, point of sale debit card transaction, or foreign-initiated transactions, we may take up to ninety (90) days to investigate your complaint or question. For new accounts, we may take up to twenty (20) business days to credit your account for the amount you think is in error.

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.

YOUR DEMAND DEPOSIT LOAN ACCOUNT SUMMARY OF RIGHTS IS OUTLINED BELOW

You remain obligated to pay the parts of your bill not in dispute, but you do not have any amount in dispute during the time it takes to resolve the dispute. During that same time no action can be taken to collect disputed amounts or report disputed amounts as delinquent.

This is a summary of your rights. A full statement of your rights and our responsibilities under Federal Fair Credit Billing Act will be sent to you both upon request and in response to a billing error notice.

If you have authorized us to pay your bill automatically from your savings or checking account, you can stop payment on the amount you think is wrong. To stop the payment, your letter must reach us three business days before the automatic payment is scheduled to occur.

Your Demand Deposit Loan Account is operated in conjunction with your checking account. Any charge for your checking a account will be made to the checking account and they will be the same charges as are made for checking accounts not operated in conjunction with Demand Deposit Loan Accounts. The following information thus applies only to loans made to you under your Demand Deposit Loan Account line of credit.

The FINANCE CHARGE is computed on the principal balance each day by application of the daily periodic rate.

The minimum periodic payment required is shown on the statement and will be automatically deducted from our checking account at the end fo each billing cycle, normally thirty (30) days. You may pay off your Demand Deposit Loan Account loan balance at any time without penalty, or make voluntary additional payments. Payments shall be applied first to any unpaid FIANCE CHARGES, and , second to the principal loan balance outstanding in your Demand Deposit Loan Account. Periodic statements may be sent to you at the end of each billing cycle showing your Demand Deposit Loan Account loan transactions.

SEND PAYMENTS AND INQUIRIES TO:

CITIZENS STATE BANK
PO BOX C
NEW CASTLE IN 47362

Note: Payments received after close of business shall be deemed received on the following business day for purposes of crediting your account.