Withdrawals outstanding not charged to account

| No. | \$ |  |
| :---: | :---: | :---: |
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| Total | \$ |  |

## This Form is Provided to Help You Balance Your Statement

## Before you start...

Please be sure you have entered in your register all automatic transactions shown on the front of your statement.

YOU SHOULD HAVE ADDED
if any occurred

1. Loan advances
2. Credit Memos
3. Interest
4. Other automatic deposits

YOU SHOULD HAVE SUBTRACTED if any occurred

1. Automatic loan payments
2. Automatic savings transfers
3. Service charges
4. Debit memos
5. Other automatic deductions \& payments

## Balance shown on this statement

ADD
Deposits not shown on this statement (if any)

TOTAL

## Subtract withdrawals outstanding

BALANCE
\$
\$
\$
$\$$
$\qquad$
\$ $\qquad$
\$ $\qquad$

Should agree with your register balance after deducting services charge and adding interest (if any) shown on this statement.

## IN CASE OF ERRORS OR QUESTIONS ABOUT YOUR ELECTRONIC TRANSFERS ON CONSUMER ACCOUNTS

These error resolution procedures apply only to consumer accounts. Consumer accounts are defined as accounts held by natural persons for personal, family or household use.

You may contact us at (877) 820.2265 during normal business hours OR write us at the address shown on the front 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 60 days after we sent you the FIRST statement on which the error or problem appeared.

1. Tell us your name and account number (if any).
2. Describe the error or the transfer you are unsure about and explain as clearly as you can why you believe there is an error or why you need more information.
3. 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 investigate your complaint and will correct any error promptly. If we take more than 10 business days ( 20 business days if the transfer involved a new account) to do this, we will credit your account 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.

