Regular Deposit Account Disclosures

Your Basic and Interest Checking Accounts are dividend earning accounts. It is important that you reconcile your account each month to ensure that both your records and our records are accurate. If no errors are reported within 60 calendar days after we first notified you (email) that the statement was available via Online Banking, the statement will be considered correct. If you have a question regarding any item shown, please call Member Services at a number(s) listed below.

Electronic Transactions

Notification of Receipt of Funds

If you do not receive a receipt, such as a pay stub, you may call our Call-24 Telephone Transaction System or our Contact Center at 408-451-9111 or 800-553-0880 (outside the 408 area) to find out if we have received your automatic deposit.

Procedures for Correction of Errors

If you think that an electronic transaction shown on your statement is wrong, or if you need more information about a transaction, call us at 408-451-9111 or 800-553-0880 (outside the 408 area) or write to us as soon as possible at:

Technology Credit Union
P.O. Box 1300
San Jose, CA 95108-1300

We must hear from you no later than 60 days after we provide you the FIRST statement on which the error or problem appeared. When you call or write us, please include:

1. Your name and account number
2. The dollar amount of the suspected error
3. Describe the error or transaction you are unsure about, and clearly explain why you believe there is an error or why you need more information

If you tell us orally, we may require that you send your complaint or question to us 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 correct any error promptly. If we need more time, however we may take up to 45 business days to investigate your complaint or question. If we do this we will provisionally re-credit your account within 10 business days for the amount you think is in error, so that you will have use of the money during the time it takes us to complete our investigation. On point-of-sale transactions, transactions outside the U.S., and the transactions on new accounts (less than 30 days old) we may take up to 90 days to investigate your complaint or question. On new accounts, we may take up to 20 business days to provisionally re-credit your account. 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. We will tell you the results of our investigation within three business days. You can request copies of the documents we used in our investigation.

Personal Lines of Credit (PLOC)

Figuring Daily Periodic Rate

Your Daily Periodic Rate is the ANNUAL PERCENTAGE RATE divided by 365.

Figuring Your Finance Charge

Your Finance Charge, if any, for the billing period is shown on your statement. Here's how it is figured:

We compute your Finance Charge by applying your Daily Periodic Rate to the Average Daily Balance of your account during the billing period. To calculate your Average Daily Balance, we start with your outstanding balance at the beginning of each day, subtract any credits or payments for that day, and add any new loans. We exclude any unpaid Late Charge and/or Finance Charge. This gives us your daily balance. Then we add up all the daily balances and divide the total number by the number of days in the billing period. This gives us your Average Daily Balance. We then multiply your Average Daily Balance by the Daily Periodic Rate and multiply the resulting figure by the number of days in the billing period. This gives us your Finance Charge for the billing period.

Payments

You can pay off all of your account in full each month or you may pay monthly installments. If you pay in installments, you may pay as much as you like but you must pay at least the Total Monthly Payment shown on your statement. The amount of this payment is based on the balance outstanding after the most recent advance as follows:

1. 3% of the New Balance on your Account ($25.00 Minimum Payment); plus
2. Any prior payments that are past due; plus
3. Any prior portion of the balance of the Account which exceeds the Credit Limit.

Billing Rights Summary in Case of Errors or Questions About Your Bill

If you think your bill is incorrect, or if you need additional information about a transaction on your bill, write to us as soon as possible at:

Technology Credit Union
P.O. Box 1300
San Jose, CA 95108-1300

We must hear from you no later than 60 days after we sent you the first bill in which the error or problem appeared. You can call us at 408-451-9111 or 800-553-0880 (outside the 408 area), but doing so will not preserve your rights. In your letter, provide the following information:

1. Your name and account number.
2. The dollar amount of the suspected error.
3. Describe the error and, if you can, explain why you believe there is an error. If you need additional information, we cannot report you as delinquent or take any action to collect the amount in question.

You do not have to pay any amount in question while we are investigating, but you are still obligated to pay parts of the bill that are not in question. While we investigate your question, we cannot report you as delinquent or take any action to collect the amount in question.

Late Charge

A late charge will be imposed on any payment received more than 10 days after its scheduled due date. Payments are always applied to the older due date which has not been paid. The amount of the late charge will be $10.00.

Home Equity Line of Credit (HELOC)

Figuring Daily Periodic Rate

Your Daily Periodic Rate is the ANNUAL PERCENTAGE RATE divided by 365.

Figuring Your Finance Charge

Your Finance Charge, if any, for the billing period is shown on your statement. Here's how it is figured:

We compute your Finance Charge by applying your Daily Periodic Rate to the Average Daily Balance of your account during the billing period. To calculate your Average Daily Balance, we start with your outstanding balance at the beginning of each day, subtract any credits or payments for that day, and add any new loans. We exclude any unpaid Late Charge and/or Finance Charge. This gives us your daily balance. Then we add up all the daily balances and divide the total number by the number of days in the billing period. This gives us your Average Daily Balance. We then multiply your Average Daily Balance by the Daily Periodic Rate and multiply the resulting figure by the number of days in the billing period. This gives us your Finance Charge for the billing period.

Late Charge

If we have not received at least your Current Minimum Monthly Payment within 10 days after the Due Date shown on your statement, your account will be assessed a late charge equal to 6% of your Current Minimum Monthly Payment per past due period at the time payment is made with a minimum charge of $2.50 and a maximum of $50.00.

Billing Rights Summary in Case of Errors or Questions About Your Bill

If you think your bill is incorrect, or if you need additional information about a transaction on your bill, write to us as soon as possible at:

Technology Credit Union
P.O. Box 1300
San Jose, CA 95108-1300

We must hear from you no later than 60 days after we sent you the first bill in which the error or problem appeared. You can call us at 408-451-9111 or 800-553-0880 (outside the 408 area), but doing so will not preserve your rights. In your letter, provide the following information:

1. Your name and account number.
2. The dollar amount of the suspected error.
3. Describe the error and, if you can, explain why you believe there is an error. If you need additional information, we cannot report you as delinquent or take any action to collect the amount in question.

You do not have to pay any amount in question while we are investigating, but you are still obligated to pay parts of the bill that are not in question. While we investigate your question, we cannot report you as delinquent or take any action to collect the amount in question.

Payments

You can pay off all of your account in full each month or you may pay monthly installments. If you pay in installments, you may pay as much as you like but you must pay at least the Total Monthly Payment shown on your statement. The Total Monthly Payment is the sum of your Current Minimum Monthly Payment plus any Past Due Amount you owe.