

YOUR
LOGO
HERE

MEMBER FDIC

***“YOUR
RIGHTS &
SUBSTITUTE
CHECKS”***



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**YOUR
BANK
INFORMATION
HERE**

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Information about substitute checks, your checking account and your rights

As our customer, we want to advise you of some important information about substitute checks. You may start to see some differences when you get your account statement, when you view it online, or when you ask for a copy of an original check for proof of payment. The following provides information about your rights and substitute checks.

What are substitute checks?

To make check processing more efficient, federal law permits banks to replace original checks with "substitute checks." The substitute checks are a reduce image, front and back, of the original check. The front of the substitute check states: This is a legal copy of your check. You can use this as proof of payment, the same as the original check.

When you receive your account statement, some or all of the checks may be substitute checks. This notice is to describe your rights when you receive a substitute check. These rights do not apply to electronic debits to your account or to original checks. Although there are rights under other law in respect to other transactions.

My rights and substitute checks

In some cases, federal law provides a procedure for you to request a refund for losses due to a substitute check being posted to your account. If you think that we withdrew money from your account more than once for the same check, or if you think that we withdrew the wrong amount

from your account, you can request a refund. The losses you may attempt to recover can include fees charges, the amount withdrawn from you account, and fees charged resulting in bounced check fees.

The amount you can be refunded is only the amount of the substitute check or the amount of your loss, which ever is less. If it is an interest-bearing account, you are entitled to that interest.

You may receive up to \$2,500.00 plus interest (on interest bearing accounts) in 10 business days after receiving said claim in writing and the rest of your claim within 45 calendar days after receiving your claim.

We may also reverse the refund if we can show that the substitute check was posted correctly to the account.

How to make a claim for refund.

If you believe there has been a loss due to a substitute check posted to your account, contact us at the information on the front panel of this brochure.

You must contact us within 60 calendar days of the date that we mailed the substitute check in question, or the statement showing that the substitute check was posted to your account. We may extend this time period if there are extraordinary circumstances.

Your claim must include:

- ◆ The amount of your loss.
- ◆ The reason why you think the amount withdrawn was incorrect.
- ◆ Explain why the substitute check is insufficient to confirm you suffered a loss.
- ◆ The check number, the check amount, the date of the check, the name of the person to whom the check was written, or a copy of the substitute check.