



PLEASE REFER TO THIS SECTION IF YOU HAVE A Home Equity Line of Credit (HELOC)

To figure the FINANCE CHARGE for each day in a billing cycle, a daily periodic rate is multiplied by the DAILY BALANCE of the loan account balance each day. The Bank then adds up those daily FINANCE CHARGES to figure the total FINANCE CHARGE for that billing cycle. To figure the DAILY BALANCE, the Bank first takes the loan account balance at the beginning of each day and adds any new advances, subtracts any payments or credits that apply to debt repayment, and any unpaid FINANCE CHARGES, fees and charges. This gives the DAILY BALANCE for the loan.

BILLING RIGHTS SUMMARY

In Case Of Errors or Questions About Your Bill

If you think your bill is wrong, or if you need more information about a transaction on your bill, write us on a separate sheet at: Lake Region Bank, PO Box 450, New London, MN 56273 as soon as possible.

You may also contact us on the Web: www.lakeregion.com. We must hear from you no later than 60 days after we sent you the first bill on which the error or problem appeared. You can telephone us, but doing so will not preserve your rights.

In your letter, give us 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 unsure about.

You do not have to pay any amount in question while we are investigating, but you are still obligated to pay the parts of your 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 you question.

Special Rule for Credit Card Purchases

If you have a problem with the quality of goods or services that you purchased with a credit card, and you have tried in good faith to correct the problem with the merchant, you may not have to pay the remaining amount due on the goods or services. You have this protection only when the purchase price was more than \$50 and the purchase was made in your home state or within 100 miles of your mailing address. (If we own or operate the merchant, or if we mailed you the advertisement for the property or services, all purchases are covered regardless of amount or location of purchase.)



PLEASE REFER TO THIS SECTION IF YOU HAVE A READY RESERVE LOAN

To figure the INTEREST CHARGE for each day in a billing cycle, a daily periodic rate is multiplied by the DAILY BALANCE of the loan account balance each day. The Bank then adds up those daily INTEREST CHARGES to figure the total INTEREST CHARGE for that billing cycle. To figure the DAILY BALANCE, the Bank first takes the loan account balance at the beginning of each day and adds any new advances, subtracts any payments or credits that apply to debt repayment, and any unpaid INTEREST CHARGES, fees and charges. This gives the DAILY BALANCE for the loan.

BILLING RIGHTS SUMMARY

What To Do If You Think You Find A Mistake On Your Statement

If you think there is an error on your statement, write to us at:

Lake Region Bank, 51 Main St S, New London, MN 56273

You may also contact us on the Web: www.lakeregion.com.

In your letter, give us the following information:

Account information: Your name and account number. *Dollar amount:* The dollar amount of the suspected error.

Description of Problem: If you think there is an error on your bill, describe what you believe is wrong and why you believe it is a mistake.

You must contact us within 60 days after the error appeared on your statement.

You must notify us of any potential errors *in writing* or electronically. You may call us, but if you do we are not required to investigate any potential errors and you may have to pay the amount in question.

While we investigate whether or not there has been an error, the following are true:

- We cannot try to collect the amount in question, or report you as delinquent on that amount.
- The charge in question may remain on your statement, and we may continue to charge you interest on that amount. But, if we determine that we made a mistake, you will not have to pay the amount in question or any interest or the fees related to that amount.
- While you do not have to pay the amount in question, you are responsible for the remainder of your balance.
- We can apply any unpaid amount against your credit limit.

Special Rule for Credit Card Purchases

If you are dissatisfied with the goods or services that you have purchased with your credit card, and you have tried in good faith to correct the problem with the merchant, you may have the right not to pay the remaining amount due on the purchase. To use this right, all of the following must be true: the purchase must have been made in your home state or within 100 miles of your current mailing address, and the purchase price must have been more than \$50. (Note: Neither of these is necessary if your purchase was based on an advertisement we mailed you, or if we own the company that sold you the goods or services.) You must have used your credit card for the purchase. Purchases made with cash advances from an ATM or with a check that accesses your credit card account do not qualify. You must not yet have fully paid for the purchase. If all the aforementioned criteria are met and you are still dissatisfied with the purchase, contact us *in writing* or electronically at: Lake Region Bank, 51 Main St S, New London MN 56273 or at www.lakeregion.com. While we investigate, the same rules apply to the disputed amount as discussed above. After we finish our investigation, we will tell you our decision. At that point, if we think you owe an amount and you do not pay we may report you as delinquent.