



IOWA STATE BANK
Helping People Succeed!

Algona • Corwith • Ruthven • Wesley

HELOC/CreditLine Loan Billing Notice Disclosure

BILLING RIGHTS SUMMARY for Home Equity Lines of Credit 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 at the address shown on your bill as soon as possible. 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.

Balance Subject to Finance Charge

We figure the finance charge on your account by applying the periodic rate to the "daily balance" of your account for each day in the billing cycle. To get the "daily balance," we take the beginning balance of your account each day, add any new advances, and subtract any unpaid finance charges and any payments or credits. This gives us the daily balance.

BILLING RIGHTS SUMMARY for CreditLine

What to Do If You Think You Find A Mistake On Your CreditLine Statement

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

Iowa State Bank
5 E. Call St., Algona, Iowa 50511

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*. 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 other 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.



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Balance Subject to Interest Charge

We figure the Interest Charge on your account by applying the periodic rate to the “daily balance,” of your account for each day in the billing cycle. To get the “daily balance,” we take the beginning balance of your account each day, add any new advances, and subtract any unpaid interest or other finance charges, fees and charges, and any payments or credits. This gives us the daily balance.

This is a summary of your rights. A full statement of your rights and our responsibilities under the Federal Fair Credit Billing Act will be sent to you upon your request and in response to a billing error notice. Send payments to:
Iowa State Bank, 5 E. Call St., Algona, Iowa 50511,

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