

Secured Visa



MAFCU Secured Visa

Establish or Rebuild Credit

Develop a Credit History

Enjoy Benefits of a Credit Card
CardLock™

MAFCU

FEDERAL CREDIT UNION

Interest Rates and Interest Charges	
Annual Percentage Rate (APR) for Purchases	14.99% This APR will vary with the market based on the Prime Rate + 11.74%.
APR for Balance Transfers	14.99% This APR will vary with the market based on the Prime Rate + 11.74%.
APR for Cash Advances	16.99% This APR will vary with the market based on the Prime Rate + 13.74%.
Penalty APR and when it applies	None Applicable
Paying Interest	Your due date is at least 25 days after the close of each billing cycle. We will not charge interest on purchases if you pay your entire balance by the due date of each month. We will begin charging interest on cash advances and balance transfers on the transaction date.
Minimum interest charge	If you are charged interest, the charge will be no less than \$1.00.
For Credit Card Tips from the Federal Reserve Board	To learn more about factors to consider when applying for or using a credit card, visit the website of the Federal Reserve Board at http://www.federalreserve.gov/creditcard .
Fees	
Annual Fee	None
Transaction Fees	<ul style="list-style-type: none"> • Balance Transfer • Cash Advance • Foreign Transaction
Penalty Fees	<ul style="list-style-type: none"> • Late Payment • Over-the-Credit Limit • Returned Payment



The finance charge on your MAFCU Classic Visa Credit Card is a variable Annual Percentage Rate (APR) based on the Prime Rate as published in *The Wall Street Journal* (Western Edition) on the first business day of the month plus a margin. The minimum APR requirements have been removed. The APR will not exceed 18.00%.

How we will calculate your balance: To get the average daily balance of purchases, we take the beginning outstanding balance of purchases each day, add any new purchases, and subtract any payments and/or credits. This gives us the daily balance of purchases. Then we add all the daily balances for the billing cycle together and divide the total by the number of days in the billing cycle. This gives us the average daily balance of purchases.

To get the average daily balance of cash advances, we take the beginning outstanding balance of cash advances each day, add any new cash advances, and subtract any payments and/or credits that we apply to the cash advance balance. This gives us the daily balance of cash advances. Then we add all the cash advances for the billing cycle together and divide the total by the number of days in the billing cycle. This gives us the average daily balance of cash advances.

Billing Rights: Please refer to Your Billing Rights section of the Credit Card Agreement and Truth-in-Lending Disclosure.

MAFCU Federal Credit Union • 365 Boylston Street • Brookline, MA 02445 • 617-278-5600 • www.mafcucreditunion.org

The information about the costs of the card described in this application is accurate as of January 1, 2011. This information may have changed after that date. To find out what may have changed, contact MAFCU at 617-278-5600.
Rev. 12/10/500



Visa Credit Card Application

Secured Visa Credit Card



A table that includes the APRs and other required cost disclosures for credit card applications is on the reverse side of this application.

Applying for a Visa Card couldn't be easier. Just call 617-278-5600 or 800-556-2328 and press 2. You can apply by phone 24 hours a day, seven days a week, and you will receive a response within 24 hours. You also can complete the application below in ink and attach a copy of your most recent pay stub. If you're self-employed, provide a copy of your tax returns for the last two years. Apply online at www.mafcucreditunion.org.

Individual Credit: You must complete the **Applicant** section about yourself and the **Other** section about your spouse if: 1) You live in or the property pledged as collateral is located in a community property state (AZ, CA, ID, LA, NM, TX, WA, WI); 2) Your spouse will use the account; or 3) You are relying on your spouse's income as a basis for repayment. If you are relying on income from alimony, child support, or separate maintenance, complete the **Co-Applicant** section to the extent possible about the person on whose payments you are relying.

Credit Limit Requested _____

Check Appropriate Box: Joint Credit: with Spouse Co-Borrower. If applying with another person, complete the **Co-Applicant/Other** section.

Applicant

First Name	Initial	Last Name		
Social Security Number		Date of Birth		
Home Phone		Cell Phone		
Current Address		Apt. #	Years There	
City		State	Zip Code	
Email Address				

Co-Applicant/Other

First Name	Initial	Last Name		
Social Security Number		Date of Birth		
Home Phone		Cell Phone		
Current Address		Apt. #	Years There	
City		State	Zip Code	
Email Address				

Applicant Employment, Income and Housing Expenses

Current Employer	Hire Date		
Position	Phone Number		
Address			
Monthly Gross Income (Before Taxes)	Rent/Mortgage Payment(s)		
If less than two years, previous employer and dates of employment		Position	
Are you obligated to pay alimony, child support, or separate maintenance? <input type="checkbox"/> YES <input type="checkbox"/> NO If so, how much?			
Other Sources of Income. Include part-time employment income and dates of employment and rental income. Note: Alimony, child support, or separate maintenance income need not be revealed if you do not choose to have it considered.			

Co-Applicant/Other Employment, Income and Housing Expenses

Current Employer	Hire Date		
Position	Phone Number		
Address			
Monthly Gross Income (Before Taxes)	Rent/Mortgage Payment(s)		
If less than two years, previous employer and dates of employment		Position	
Are you obligated to pay alimony, child support, or separate maintenance? <input type="checkbox"/> YES <input type="checkbox"/> NO If so, how much?			
Other Sources of Income. Include part-time employment income and dates of employment and rental income. Note: Alimony, child support, or separate maintenance income need not be revealed if you do not choose to have it considered.			

Are you interested in receiving information on the following voluntary insurance options? Credit Life Credit Disability

Signatures

You promise that everything you have stated in this application is correct to the best of your knowledge. If there are any important changes you will notify us in writing immediately. You authorize the Credit Union to obtain credit reports in connection with this application for credit and for any update, increase, renewal, extension, or collection of the credit received. You understand that the Credit Union will rely on the information in this application and your credit report to make its decision. If you request, the Credit Union will tell you the name and address of any credit bureau from which it received a credit report on you. It is a federal crime to willfully and deliberately provide incomplete or incorrect information on loan applications made to federal credit unions or state chartered credit unions insured by NCUA. You understand that the use of your card will constitute acknowledgement of receipt and agreement to the terms of the credit card agreement. **A condition of your account is your granting us a security interest in your share accounts. By signing below, you grant us a security interest in all individual and joint share and/or deposit accounts you have with us now and in the future to secure your credit card account. Shares and deposits in an Individual Retirement Account and any other account that would lose special tax treatment under state or federal law if given as security are not subject to this security interest. When you are in default, we may apply the balance in these accounts to any amounts due under the credit card agreement.**

X	(SEAL)
APPLICANT'S SIGNATURE	DATE

X	(SEAL)
OTHER SIGNATURE	DATE

Secured Card Agreement and Additional Federal Disclosure

This "Additional Federal Disclosure" is provided together with the Medical Area Federal Credit Union Visa Secured Credit Card Agreement and Federal Truth-in-Lending Disclosure Statement and credit card loan application, all of which are incorporated by this reference.

Applicant's Name	Co-Applicant's Name (if applicable)
Applicant's Member/Account Number	
Account Number from Which You Are Pledging Shares	Amount of Shares You Are Pledging to Secure Your Card * \$

*** To summarize this Agreement, I/me, the Applicant, understand that these pledged funds will be transferred to a separate pledged credit union account where they will earn dividends. I will see this "pledged account" reflected on my monthly statement as Account Number _____. I will not have access to these funds as long as these funds are pledged, and I have an unpaid loan amount.**

- a. Pledge of Shares.** I [the applicant(s)], desire to pledge the amount of shares in the Medical Area Federal Credit Union (the "Credit Union") account designated above pursuant to the Uniform Commercial Code. I agree to keep these funds in an account the credit union established under this Agreement. I must maintain a sum equal to the total credit limit and/or any secured credit increase in this account. I understand that these funds will not be available for withdrawal until I repay any loan balance or the account is terminated. I am giving a security interest in these pledged shares that will cover future purchases and advances under this Agreement and Disclosure. If I default on any loan payment, the Credit Union may apply these pledged shares to repay my loan in accordance with this agreement.
- If I ask the Credit Union to increase the amount of credit available under this Visa Account, I understand and agree to make an equal increase to the amount maintained in my pledged account. Those additional funds will be maintained in that account under the same terms and conditions as the original funds maintained in this account.
- b. Annual Percentage Rate.** I understand that the ANNUAL PERCENTAGE RATE that I received when I opened this account continues to apply while the loan is fully secured. If there are not sufficient funds in my pledged Credit Union account to secure my credit limit, and the Credit Union is unable to transfer funds from my other Credit Union accounts, the Credit Union may increase my ANNUAL PERCENTAGE RATE by 2%. The Credit Union may increase my ANNUAL PERCENTAGE RATE twice in any six (6) month period. The credit union may terminate this loan if I am continuously late or by providing written notice of other reasons for termination. I, the Applicant and any Co-Applicant, understand that I will be obligated to repay the remaining unpaid balance of this loan even if the loan is terminated.
- c. Receipt of Agreement and Disclosure.** I have received the Credit Union's Visa Credit Card Agreement and Truth-in-Lending Disclosure.

X	(SEAL)
APPLICANT'S SIGNATURE	DATE

X	(SEAL)
APPLICANT'S SIGNATURE	DATE

FOR CREDIT UNION USE ONLY	Branch _____	CU Representative _____
<input type="checkbox"/> Approved	No. of cards _____	Credit Card Number _____
<input type="checkbox"/> Declined	Credit Limit \$ _____	
	Credit Committee or Loan Officer Signature _____	

DETACH AND RETURN THIS APPLICATION TO MAFCU

In this Agreement the words "you" and "your" mean each and all of those who agree to be bound by this Agreement; "Card" means the Visa credit card and any duplicates, renewals, or substitutions the Credit Union issues to you; "Account" means your Visa Credit Card Line of Credit Account with the Credit Union, and "Credit Union" means the Credit Union whose name appears on this Agreement or anyone to whom the Credit Union transfers this Agreement.

1. Using Your Account. If you are approved for an Account, the Credit Union will establish a line of credit for you and notify you of your credit limit. You agree that your credit limit is the maximum amount (purchases, cash advances, finance charges, plus "other charges") that you will have outstanding on your Account at any time. If you are over your credit limit, you must pay the amount you are over before payments will begin to restore your credit limit. You may request an increase in your credit limit only by a method acceptable to the Credit Union. The Credit Union has the right to reduce your credit limit, refuse to make an advance and/or terminate your Account at any time for any reason not prohibited by law.

2. Using Your Card. You may use your Card to make purchases from merchants and others who accept Visa Cards. However, you may not use your Card to initiate any type of gambling transaction. If you wish to pay for goods or services over the Internet, you may be required to provide card number security information before you will be permitted to complete the transaction. In addition, you may obtain cash advances from the Credit Union and from other financial institutions that accept Visa Cards, and from some Automated Teller Machines (ATMs). (Not all ATMs accept Visa Cards.) To obtain cash advances from an ATM, you must use the Personal Identification Number (PIN) that is issued to you for use with your Card. You agree that you will not use your Card for any transaction that is illegal under applicable federal, state, or local law.

3. Responsibility. You agree to pay all charges (purchases and cash advances) to your Account that are made by you or anyone whom you authorize to use your Account. You also agree to pay all finance charges and other charges added to your Account under the terms of this Agreement or another agreement you made with the Credit Union. If this is a Joint Account, Section 20 also applies to your Account.

4. Business/Commercial Members Are Prohibited From Engaging In Unlawful Internet Gambling - Unlawful Internet Gambling Enforcement Act Notice

Restricted transactions as defined in Federal Reserve Regulation GG are prohibited from being processed through this account or relationship. Restricted transactions generally include, but are not limited to, those in which credit, electronic fund transfers, checks, or drafts are knowingly accepted by gambling businesses in connection with the participation by others in illegal or unlawful Internet gambling.

5. Circumstances Under Which an Interest Charge Will Be Imposed: Variable Rate.

Your Account will be subject to an interest charge, which will be calculated based upon a variable interest rate. The total outstanding balance of purchases and cash advances in the Account on the closing date of a billing cycle, including any Interest Charge will be shown on the Periodic Statement for that billing cycle as the "New Balance."

(a) Cash Advances. Interest will be imposed on cash advances and balance transfers from the date each cash advance or balance transfer is made. There is no grace period within which to pay to avoid interest on cash advances or balance transfers.

(b) Purchases. Interest will be imposed on the portion of purchases included in the new balance that remains unpaid after the date that payment is due. This "grace period" allows you to avoid interest on purchases for a billing cycle. However, to the extent you do not pay your purchase transactions within the grace period, interest will accrue from the first day of the billing cycle in which payment was due, and on new purchases from the date such purchases are posted to your account.

6. Method Used to Determine the Balance on Which the Interest Charge May Be Computed: An Amount of Interest Charge. The Credit Union figures the Interest Charge on your Account by applying the Periodic Rate to the "Average Daily Balance" of purchases, balance transfers and cash advances for your Account (including current transactions) and multiplying the result by the number of days in the billing cycle. To get the "Average Daily Balance" the Credit Union takes the beginning balance of your Account each day, adds any new purchases, balance transfers or cash advances, and subtracts any payments or credits, unpaid Interest Charges and unpaid late charges. This gives us the daily balances. Then, the Credit Union adds up all the daily balances for the billing cycle and divides the total by the number of days in the billing cycle. This gives us the "Average Daily Balance."

7. Periodic Rate and Corresponding Annual Percentage Rate. The Daily Periodic Rate and corresponding Annual Percentage Rate is calculated by adding or subtracting a margin to the U.S. Prime Rate published in *The Wall Street Journal* (Western Edition) on the 1st day of the billing cycle. If that day is a holiday, the Credit Union will use the Prime Rate published the next day. The margin on your Account is based on your credit score and is stated in a tabular disclosure provided with this Agreement. The Annual Percentage Rate may vary each cycle. If more than one Prime Rate is published, the Credit Union may choose the highest rate. If *The Wall Street Journal* (Western Edition) ceases publication or ceases to publish the Prime Rate, the Credit Union reserves the right to use the Prime Rate published in any other newspaper of general circulation, or the Credit Union may substitute a similar reference at our sole discretion. Any increase or decrease in the Annual Percentage Rate takes effect on the first day of the billing period directly following the month in which the Credit Union calculates the rate. The Credit Union then adds a margin to the Index. The margin is based on your credit profile and other factors the Credit Union deems appropriate, and will be disclosed at the time you open your Account. The total of the Index plus the margin amount added is your Annual Percentage Rate. Divide the Annual Percentage Rate by 365 to produce your Daily Periodic Rate. The maximum Annual Percentage Rate is 18%. Any increase or decrease in the Annual Percentage Rate will affect the number and amount of monthly payments. The Daily Periodic Rate and corresponding Annual Percentage Rate will be shown on your monthly statement.

8. Other Charges. The following other charges (fees) will be added to your Account, as applicable:

(a) Over-the-Credit-Limit Fee. If you have told us (opt-in) to allow your card to go over the limit, you may be charged a fee of up to \$20 if you exceed the limit at any time during the statement cycle if your New Balance on any date, less any fees imposed during that cycle, exceeds \$500.00 over your credit limit. Any over-the-limit fee will not exceed the amount you are over the limit.

(b) Late Payment Fee. A late charge of \$20.00 will be added to your Account if you are more than five (5) days late in making a payment after the subsequent statement cycle.

(c) Returned Payment Fee. If a check, share draft or electronic payment used to make a payment on your account is returned unpaid, you will be charged a fee of \$25.00 for each item returned.

(d) Card Replacement Fee. You will be charged \$10.00 for each replacement card that you request.

(e) Document Copy Fee. You will be charged \$15.00 for each copy of a sales draft or statement that you request (except when the request is made in connection with a billing error made by the Credit Union).

(f) Collection Costs. You agree to pay all costs of collecting the amount you owe under this Agreement, including court costs and reasonable attorney's fees.

(g) Rush Fee. \$25.00

(h) Chargeback. \$5.00 per request

(i) Statement Copy Fee. You will be charged \$3.00 for each statement copy you request.

9. Payments. Each month you must pay at least the minimum payment shown on your statement by the date specified on the statement or no later than twenty-five (25) days from the statement closing date, whichever is later. If your statement says the payment is "Now Due," your payment is due no later than twenty-five (25) days from the statement closing date. You may pay more frequently, pay more than the minimum payment or pay the Total New Balance in full. If you make extra or larger payments, you are still required to make at least the minimum payment each month your Account has a balance (other than a credit balance). The minimum payment is 2% of your Total New Balance, or \$25.00, whichever is greater, plus the amount of any prior minimum payments that you have not made, and any amount you are over your credit limit. The Credit Union also has the right to demand immediate payment of any amount by which you are over the credit limit if you have told us to allow your card to go over the limit.

Terms and Conditions for Preauthorized Payments

Withdrawals will be made at least seven (7) days before or on the due date of the Credit Card billing cycle unless otherwise specified in writing. If you would prefer to have your Account debited for payment to Visa on a different day, contact the Medical Area Federal Credit Union in writing at 365 Boylston Street, Brookline, MA 02445 or call us at 617-278-5600 or 800-556-2328. You understand that if there are insufficient funds in your account to cover the payment for three (3) consecutive months, your credit card preauthorized payment privileges will be terminated. This authority is to remain in full force and effect until you provide the financial institution written authorization requesting that a change be made or that the periodic payments be terminated. You must provide this written notification to change or terminate the periodic payments at least thirty (30) days prior to any change or termination requested. You understand and agree that in order for the depository financial institution to make payments requested in the Authorization Form, you must have the payment amount available in your account. You further understand and agree that the Credit Union shall not be responsible for an act or failure to act on their part, except in the case of gross negligence or willful misconduct. Furthermore, you agree to hold the Credit Union harmless from any claims, liabilities, attorney's fees and other costs and expenses of any and every kind and nature which may be incurred by them by reason of their performance under the Authorization Form.

10. Payment Allocation. The minimum monthly payment will be applied as of the date of receipt at the Credit Union in the following order: late charges, cash advance fees and return check charges, if any; from highest APR to lowest APR balances. Any amount received in excess of the minimum monthly payment will be applied from the highest APR to the lowest APR balance.

11. Security Interest. If you give the Credit Union a specific pledge of shares by signing a separate pledge of shares, your pledged shares will secure your Account. You may not withdraw amounts that have been specifically pledged to secure your Account until the Credit Union agrees to release all or part of the pledged amount. In addition, your Account is secured by all other shares you have in any Individual or Joint Account with the Credit Union, except for shares in an Individual Retirement Account or in any other Account that would lose special tax treatment under state or federal law if given as security. You authorize the Credit Union to apply the balance in your individual or Joint Share Accounts to pay any amounts due on your Account if you should default. Collateral securing other loans you have with the Credit Union may also secure this loan, except that a dwelling will never be considered as a security for this Account, notwithstanding anything to the contrary in any other agreement.

12. Default. You will be in default if you fail to make any Minimum Payment or other required payment by the date that it is due. You will also be in default if (a) your ability to repay us is materially reduced by a change in your employment, an increase in your obligations, bankruptcy or insolvency proceedings involving you, your death or your failure to abide by this Agreement, (b) you break any promise you have made to us under this Agreement or any other agreement you have with us, (c) any statement you have made in this Agreement, in connection with this Agreement or in connection with any other agreement you have with us is not true, or (d) we should otherwise feel

(continued on reverse side)

insecure in receiving payment of the Account balance for whatever reason. If you are in default, we have the right to demand immediate payment of your full Account Balance at once without notice to you. If immediate payment is demanded, you agree to continue paying the finance charge, at the periodic rate charged before default, until what you owe has been paid, and any security given for your Account may be applied towards what you owe. Except when prohibited by law, in the event of a default you agree to pay all costs of collecting the amount you owe under this agreement including reasonable attorney's fees and costs. If your account is delinquent more than 60 days, then the penalty rate will be applied to the balance owed on the Card until you have made six consecutive on-time payments.

13. Liability for Unauthorized Use. You may be liable for the unauthorized use of your card. You will not be liable for unauthorized use that occurs after you notify the Credit Union, orally or in writing, of the loss, theft, or possible unauthorized use. In any case, your liability will not exceed \$50.00. Such liability limits do not apply when the card is used to make an electronic fund transfer. If you authorize someone to use your card for any purpose at any time, then any use of the card by that person at any time thereafter is not unauthorized even if it exceeds the authority given, and you may terminate the authority only by notifying us.

14. Changing or Terminating Your Account. The Credit Union may change the terms of this agreement from time to time. Notice of any change will be given in accordance with applicable law. If permitted by law and specified in the notice to you, the change will apply to your existing Account balance as well as to future transactions.

Either you or the Credit Union may terminate this Agreement at any time, but termination by you or the Credit Union will not affect your obligation to pay the Account balance plus any finance and other charges you owe under this Agreement. You are also responsible for all transactions made to your Account after termination, unless the transactions were unauthorized.

The Card or Cards you receive remain the property of the Credit Union and you must recover and surrender to the Credit Union all Cards upon request or upon termination of this Agreement whether by you or the Credit Union. The Credit Union has the right to require you to pay your full Account balance at any time after your Account is terminated, whether it is terminated by you or the Credit Union. If this is a Joint Account, Section 20 of this Agreement also applies to termination of the Account.

15. Credit Review and Release of Information. You authorize the Credit Union to investigate your credit standing when opening or reviewing your Account. You authorize the Credit Union to disclose information regarding your Account to credit bureaus and creditors who inquire about your credit history. If your account is eligible for emergency cash and/or emergency card replacement services, and you request such services, you agree that we may provide personal information about you and your account that is necessary to provide you with the requested service(s).

16. Returns and Adjustments. Merchants and others who honor your Card may give credit for returns or adjustments, and they will do so by sending the Credit Union a credit slip, which will be posted to your Account. If your credits and payments exceed what you owe the Credit Union, the amount will be applied against future purchases and cash advances. If the credit balance amount is \$1.00 or more, it will be refunded upon your written request or automatically after six (6) months.

17. Additional Benefits/Card Enhancements. The Credit Union may from time to time offer additional services to your Account, such as travel accident insurance, at no additional cost to you. You understand that the Credit Union is not obligated to offer such services and may withdraw or change them at any time.

18. Foreign Transactions. Purchases and cash advances made in foreign currencies will be debited from your Account in U.S. dollars. The exchange rate between the transaction currency and the billing currency used for processing international transactions is a rate selected by Visa from a range of rates available in wholesale currency markets for the applicable central processing date, which rate may vary from the rate Visa itself receives, or the government-mandated rate in effect for the applicable central processing date. The exchange rate used on the processing date may differ from the rate that would have been used on the purchase date or cardholder statement posting date.

19. Merchant Disputes. The Credit Union is not responsible for the refusal of any merchant or financial institution to honor your Card. The Credit Union is subject to claims and defenses (other than tort claims) arising out of goods or services you purchase with the Card if you have made a good faith attempt but have been unable to obtain satisfaction from the merchant or service provider, and (a) your purchase was made in response to an advertisement the Credit Union sent or participated in sending to you; or (b) your purchase cost more than \$50.00 and was made in your state or within one hundred (100) miles of your home.

20. Joint Accounts. If this is a Joint Account, each person on the Account must sign the Agreement (by signing on the application). Each of you will be individually and jointly responsible for paying all amounts owed under this Agreement. This means that the Credit Union can require any one of you individually to repay the entire amount owed under this Agreement. Each of you authorizes the other(s) to make purchases or cash advances individually. Any one of you may terminate the Account and the termination will be effective as to all of you.

21. Effect of Agreement. This Agreement is the contract that applies to all transactions on your Account even though the sales, cash advances, credit or other slips you sign or receive may contain different terms.

22. No Waiver. The Credit Union can delay enforcing any of its rights any number of times without losing them.

23. Statements and Notices. Each month the Credit Union will send you a statement showing new purchases, cash advances, payments, and credits made to your Account during the billing cycle, your Previous Balance, your "Total New Balance," any Interest Charge, and any other charges. Your statement also will identify the remaining credit limit available and the Minimum Monthly Payment you must make for that billing period and the date it is due. You agree to notify the Credit Union immediately if you do not receive a monthly statement. You agree to retain for statement verification copies of transaction slips resulting from each purchase, each advance, and other transactions on your Account. Unless you notify the Credit Union of a billing error as described below,

you accept your monthly statement as an accurate statement of your Account with the Credit Union.

Statements and notices will be mailed to you at the most recent address you have given the Credit Union. Notice sent to any one of you will be considered notice to all.

24. Final Expression. This Agreement is the final expression of the terms and conditions of this Visa line of credit between you and the Credit Union. This written Agreement may not be contradicted by evidence of any alleged oral agreement.

25. Copy Received. You acknowledge that you have received a copy of this Agreement.

Your Billing Rights

Keep this Document for Future Use

This notice tells you about your rights and responsibilities under the Fair Credit Billing Act.

What To Do if You Find a Mistake on Your Statement. If you think there is an error on your statement, write to us at: MAFCU, 365 Boylston Street, Brookline, MA 02445. You may also contact us on the web at www.mafcucreditunion.org.

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
- At least 3 business days before an automated payment is scheduled, if you want to stop payment on the amount you think is wrong

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.

What Will Happen After We Receive Your Letter. When we receive your letter, we must do two things:

1. Within 30 days of receiving your letter, we must tell you that we received your letter. We will also tell you if we have already corrected the error.
2. Within 90 days of receiving your letter, we must either correct the error or explain to you why we believe the bill is correct.

While we investigate whether or not there has been an error:

- 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
- 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

After we finish our investigation, one of two things will happen:

- **If we made a mistake.** You will not have to pay the amount in question or any interest or other fees related to that amount.
- **If we do not believe there was a mistake.** You will have to pay the amount in question, along with applicable interest and fees. We will send you a statement of the amount you owe and the date payment is due. We may then report you as delinquent if you do not pay the amount we think you owe.

If you receive our explanation but still believe your bill is wrong, you must write to us within 10 days telling us that you still refuse to pay. If you do so, we cannot report you as delinquent without also reporting that you are questioning your bill. We must tell you the name of anyone to whom we reported you as delinquent, and we must let those organizations know when the matter has been settled between us. If we do not follow all of the rules above, you do not have to pay the first \$50.00 of the amount you question, even if your bill is correct.

Your Rights if You Are Dissatisfied With Your 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:

1. 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 \$50.00. (Note: Neither of these are necessary if your purchase was based on an advertisement we mailed to you, or if we own the company that sold you the goods or services.)
2. 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.
3. You must not yet have fully paid for the purchase.

If all of the criteria above are met and you are still dissatisfied with the purchase, contact us in writing (or electronically) at MAFCU, 365 Boylston Street, Brookline, MA 02445. You may also contact us on the web at www.mafcucreditunion.org.

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.

Skip A Payment

From time to time, solely at the option of the Credit Union, you may be given the option to skip a payment. If you elect to take advantage of the offer to skip a payment, the interest finance charge will continue to accrue during the month you choose to skip a payment and you must resume regular payments on the following payment due date.