

Member Service Inquiry

If you have any questions regarding your statement or discover an error,

Call (610)-326-5490 or write to us at:
Diamond Credit Union
Attn: Member Services Department
1600 Medical Drive
Pottstown, PA 19464 - 3242

IN CASE OF ERRORS OR INQUIRIES ABOUT YOUR STATEMENT

The Federal Truth in Lending Act requires prompt correction of mistakes on your Statement.

1. If you want to preserve your rights under the Act, here's what to do if you think your Statement is wrong or if you need more information about an item.
 - a. Write on the Statement or separate sheet of paper (you may telephone your inquiry but doing so will not preserve your rights under this law) the following:
 - i. Your name and account number.
 - ii. A description of the error and an explanation (to the extent you can explain) why you believe it is an error.
 - iii. The dollar amount of the suspected error.
 - iv. Any other information (such as address) which you think will help us to identify you or the reason for your complaint or inquiry.
 - b. Report your notice of statement error to Diamond Credit Union, 1600 Medical Drive, Pottstown, PA 19464-3242. Mail it as soon as you can, but in any case, early enough to reach the Credit Union within 60 days after the statement was mailed or otherwise delivered to you.
2. You remain obligated to pay the amount on your statement not in dispute, but you do not have to pay any amount in dispute during the time we are resolving the dispute. During that same time we may not take action to collect disputed amounts or report disputed amounts as delinquent. This is a summary of your rights; a full statement of your rights and the credit union's responsibilities under the Fair Credit Billing Act will be sent to you both upon request and in response to a billing (statement) error notice.

HOW TO COMPUTE YOUR FINANCE CHARGE

Each loan marked with an * or ** is open-end credit. The balances of such loan account at the beginning of the statement period, after each new loan advance (if any), after each payment or credit (if any), and at the end of the statement period are shown in the column "Balance." Each such balance figure is determined by adding to the last prior balance of a loan account the amount of a new advance on that account, or by deducting from such last prior balance the part of a loan payment or credit on that account that is allocated to reduction of principal. The FINANCE CHARGES shown on the statement accrued from the date of the last payment and are computed by multiplying the daily periodic rate in effect for that period times each such balance figure during that period times the number of days that figure is outstanding during the period that daily periodic rate was in effect, and are deducted directly from each payment. The daily periodic rate and the annual percentage rate for loan accounts marked with ** are a variable rate which may change.

IN CASE OF ERRORS OR INQUIRIES ABOUT YOUR ELECTRONIC TRANSFERS

Telephone us at (610)-326-5490 or write us at the address listed above as soon as you can if you think your statement is wrong or if you need more information about a transfer listed on the statement. We must hear from you no later than 60 days after the FIRST statement on which the problem or error appeared.

- (1) Tell us your name and account number.
- (2) Describe the error or the transfer you are unsure about, explain as clearly as you can why you believe there is an error or why you need more information.
- (3) Tell us the dollar amount of the suspected error.

We will investigate your complaint and will correct any promptly. If we take more than 10 business days (20 days for foreign-initiated transactions and all transfers resulting from a point-of-sale debit card transaction) to do this, we will recredit your account 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 investigations.

NON-SUFFICIENT FUNDS AND OVERDRAFT REMINDER

We reserve the right not to pay any item or transaction presented against your account if presented when there are insufficient available funds in your account (subject to any overdraft transfer service which you have linked to your account), even if we paid such items/transactions in the past. Unless you request us not to do so, by calling the number above, we may, but are not obligated to, pay item(s)/transaction(s) in excess of your available balance and any fees related to your account. If you prefer not to have items paid let us know and we would then generally return checks and other transactions that exceed your available balance. The best way to make sure your items/transactions are paid is to maintain sufficient available funds in your account to pay your authorized items/transactions and fees which may be due related to your account. If an item/transaction is presented against insufficient available funds, we will charge a fee for each transaction, whether the item/transactions are paid or rejected. You must deposit funds to pay for your overdrafts and any associated fees immediately.

NOTICES OF FURNISHING NEGATIVE INFORMATION

We may report information about your account to credit bureaus. Late payments, missed payments, or other defaults on your account may be reflected in your credit report.

PAYROLL DISTRIBUTION / DEDUCTION NOTICE

If you have payroll distribution / deduction for the purpose of loan repayment, you may terminate it at anytime. Payroll distribution / deduction will continue, even in the event that you file for bankruptcy, until we receive written notice from you instructing us to cancel it.

BANKRUPTCY NOTICE

If you are in bankruptcy or have been discharged, this Statement is for informational purposes and is not an attempt to collect a debt from you personally.

