

**NAME AND ADDRESS CHANGE**

PLEASE CHECK YOUR NAME(S) AND ADDRESS ON THE FRONT OF THIS STATEMENT. IF NOT **EXACTLY CORRECT**, COMPLETE THIS FORM AND RETURN IT TO THE CREDIT UNION OFFICE. PLACE AN X IN FRONT OF ITEM(S) TO BE CHANGED.

- Member's Name \_\_\_\_\_  Email \_\_\_\_\_
- Joint Member's Name \_\_\_\_\_
- Address (including Apt. No.) \_\_\_\_\_
- City and State \_\_\_\_\_  Zip Code \_\_\_\_\_
- Home Phone \_\_\_\_\_  Work Phone \_\_\_\_\_
- Signature \_\_\_\_\_

**PLEASE KEEP US INFORMED OF ADDRESS CHANGES**

Mid Oregon Credit Union  
PO BOX 6749  
Bend OR 97708



**Billing Error Rights.**

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: Mid Oregon Federal Credit Union, PO Box 6749, Bend, OR 97708-6749. 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. 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:

- 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.



Mid Oregon Federal Credit Union  
PO Box 6749  
Bend OR 97708  
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