Home Equity Line of Credit

(Adjustable Rate) (Prime Rate Program)

Initial Disclosure

This brochure describes Technology Credit Union's adjustable Equity Line of Credit with monthly adjustments.

IMPORTANT TERMS OF TECHNOLOGY CREDIT UNION'S HOME EQUITY LINE OF CREDIT—PRIME RATE PROGRAM

This disclosure contains important information about our Equity Line of Credit. You should read it carefully and keep a copy for your records. You will find other essential information in this brochure and in the loan note itself.

Availability of Terms: All of the terms described below are subject to change prior to a final decision on your loan application.

If any of these terms change (other than the annual percentage rate) and you decide, as a result, not to enter into an agreement with us, you are entitled to a refund of any fees you paid to us or anyone else in connection with your application.

Security Interest: We will take a mortgage on your home. You could lose your home if you do not meet the obligations in your agreement with us.

Possible Actions: We can terminate your loan account and require you to pay us the entire outstanding balance in one payment and also charge you certain fees for any one of the following reasons:

- You engage in fraud or material misrepresentation in connection with this line of credit.
- You do not make payments as scheduled.
- The security for the loan is impaired.

We can also refuse to make additional extensions of credit, or reduce your credit limit, if:

- The security is worth significantly less than its value at the time you applied for the line of credit.
- Your financial circumstances have materially changed.
- You are in default in a material obligation under the line of credit agreement.
- Government action prevents us from continuing to use the annual percentage rate formula or making further loan advances under the account terms.
- A governmental agency takes some action that has the effect of impairing our security interest in your home, such as the imposition of a tax lien.
- The maximum annual percentage rate provided under the formula is reached.
- A regulatory agency advises us that further extensions of credit would be unsafe and unsound under the circumstances.
- Ten years have passed since the signing of the line of credit agreement.

The line of credit agreement allows the lender to make certain changes to the terms of the agreement at specified times or upon the occurrence of specified events such as your default.

Minimum Advance: There is no minimum advance amount.

Minimum Payment Requirements: Your minimum monthly payment varies with the amount borrowed and with fluctuations in the annual percentage rate.

You can obtain loan advances for ten years. During the draw period, the payment will equal the finance charges that accrued on the outstanding balance during the preceding month. No principal is included in this minimum payment amount.

After the draw period ends, the minimum payment will change with the interest rate to an amount sufficient to amortize the outstanding balance over a repayment period of fifteen years.

During both the draw and repayment periods, increases in the interest rate will increase the minimum payment amount. During the draw period, decreases in the interest rate will decrease the payment amount. During the repayment period, increases in the interest rate will increase the minimum payment only if the current payment is not sufficient to fully amortize the outstanding balance over the time remaining in the repayment period. During the repayment period, decreases in the interest rate will not decrease the payment amount. Rate decreases during the repayment period may result in early loan payoff.

Minimum Payment Example: If you made only the minimum monthly payments and took no other credit advances, it would take 25 years to pay off a credit advance of $10,000. The amount of the payments during the draw and repayment periods would depend on the initial APR that applied to your loan. Interest rate increases will increase your minimum monthly payments during the draw period and may increase your minimum monthly payments during the repayment period. Examples assume that the interest rate remains constant.

Initial APR	120 payments of:	followed by 179 payments of:	and a final payment of:
3.50%	$29.17	$71.51	$70.76
3.99%	$33.25	$73.95	$71.58
4.00%	$33.33	$74.00	$71.76
4.24%	$35.22	$75.21	$72.91

Fees and Charges: To open and maintain an Equity Line of Credit, you may be required to pay certain fees and charges.

We will absorb all costs establishing your equity line of credit, including appraisal, title insurance, flood hazard review, and document recording. These fees generally total between $500 and $2,500. If you pay off your equity line of credit balance and close your line of credit within three years of opening it, we will add an Early Closure Fee to your outstanding loan balance. The Early Closure Fee is based on the credit limit at the time the line is opened. For limits of $10,000 to $250,000, the Fee is $500. For limits of $250,001 to $500,000, the Fee is $750. For limits of $500,001 and up, the Fee is $1,500.00. You may request an itemization of fees but one will be given to you in any event when the loan closes.

You must carry insurance on the property that secures this loan.

Tax Deductibility: You should consult a tax advisor regarding the deductibility of interest and charges for this loan.

Variable-Rate Information: The line has a variable-rate feature, and the annual percentage rate (APR) and the minimum monthly payment can change as a result.

The annual percentage rate includes only interest. Other costs are not included.

The APR is calculated monthly on the 24th day of each month by adding an index to a margin. The index is the highest commercial prime rate correctly published in the Wall Street Journal, Western Edition, on the 15th day of the month prior to the rate change. (If the 15th is not a business day, the prime rate published on the next business day will be used.) To obtain the APR that will apply to your account, we add/subtract a margin to the index. The index is published in the Wall Street Journal and the financial pages of many newspapers.

Ask us for the current index value, margins and annual percentage rates. After you open a Line of Credit, rate information will be provided on periodic statements that we will send you.

Rate Changes: In no event will the ANNUAL PERCENTAGE RATE exceed 18%. Otherwise, no limits apply to rate adjustments. If an introductory rate applies to your line of credit, the rate and time through which it will apply will be disclosed to you. At the end of the period, your rate will adjust to equal the index plus margin then in effect.

Maximum Rate and Payment Examples: If you had an outstanding balance of $10,000 with the following initial interest rates, the minimum monthly payments at the following hypothetical maximum ANNUAL PERCENTAGE RATES would be the following amounts during the draw and repayment periods. The maximum annual percentage rates could be reached any time during the draw or repayment periods, including the first scheduled rate adjustment.

Initial APR	Maximum APR	Draw Period	Repayment Period
3.50%	18%	$150.00	$161.11
3.99%	18%	$150.00	$161.11
4.00%	18%	$150.00	$161.11
4.24%	18%	$150.00	$161.11

Historical Example: The following tables show how the annual percentage rate and the minimum monthly payments for a single $10,000 credit advance would have changed at different margins based on changes in the index over the past 15 years. The index values are from January of each year. While only one payment amount per year is shown, payments would have varied during the year.

The tables assume that no additional credit advances were taken and that only the initial minimum payment was made each month. They do not necessarily indicate how the index or your payments would change in the future. The margins have been used recently.

A copy of this disclosure is part of the loan agreement.

Home Equity Line of Credit Rates
Prime + .25%

	Year	Prime Rate	Margin	APR	Payment
Draw Period[1]	2000	8.50%	0.25%	8.75%	$72.92
	2001	9.50%	0.25%	9.75%	$81.25
	2002	4.75%	0.25%	5.00%	$41.67
	2003	4.25%	0.25%	4.50%	$37.50
	2004	4.00%	0.25%	4.25%	$35.42
	2005	5.25%	0.25%	5.50%	$45.83
	2006	7.25%	0.25%	7.50%	$62.50
	2007	8.25%	0.25%	8.50%	$70.83
	2008	7.25%	0.25%	7.50%	$62.50
	2009	4.00%	0.25%	4.25%	$35.42
Repayment Period[2]	2010	3.25%	0.25%	3.50%	$71.51
	2011	3.25%	0.25%	3.50%	$71.51
	2012	3.25%	0.25%	3.50%	$71.51
	2013	3.25%	0.25%	3.50%	$71.51
	2014	3.25%	0.25%	3.50%	$71.51

[1] Minimum payments during the draw period include finance charges only.
[2] Minimum payments during the repayment period include principal and finance charges.

Home Equity Line of Credit Rates
Prime + .74%

	Year	Prime Rate	Margin	APR	Payment
Draw Period1	2000	8.50%	0.74%	9.24%	$77.00
	2001	9.50%	0.74%	10.24%	$85.33
	2002	4.75%	0.74%	5.49%	$45.75
	2003	4.25%	0.74%	4.99%	$41.58
	2004	4.00%	0.74%	4.74%	$39.50
	2005	5.25%	0.74%	5.99%	$49.92
	2006	7.25%	0.74%	7.99%	$66.58
	2007	8.25%	0.74%	8.99%	$74.92
	2008	7.25%	0.74%	7.99%	$66.58
	2009	4.00%	0.74%	4.74%	$39.50
Repayment Period2	2010	3.25%	0.74%	3.99%	$73.95
	2011	3.25%	0.74%	3.99%	$73.95
	2012	3.25%	0.74%	3.99%	$73.95
	2013	3.25%	0.74%	3.99%	$73.95
	2014	3.25%	0.74%	3.99%	$73.95

1 Minimum payments during the draw period include finance charges only.
2 Minimum payments during the repayment period include principal and finance charges.

Home Equity Line of Credit Rates
Prime + .75%

	Year	Prime Rate	Margin	APR	Payment
Draw Period1	2000	8.50%	0.75%	9.25%	$77.08
	2001	9.50%	0.75%	10.25%	$85.42
	2002	4.75%	0.75%	5.50%	$45.83
	2003	4.25%	0.75%	5.00%	$41.67
	2004	4.00%	0.75%	4.75%	$39.58
	2005	5.25%	0.75%	6.00%	$50.00
	2006	7.25%	0.75%	8.00%	$66.67
	2007	8.25%	0.75%	9.00%	$75.00
	2008	7.25%	0.75%	8.00%	$66.67
	2009	4.00%	0.75%	4.75%	$39.58
Repayment Period2	2010	3.25%	0.75%	4.00%	$74.00
	2011	3.25%	0.75%	4.00%	$74.00
	2012	3.25%	0.75%	4.00%	$74.00
	2013	3.25%	0.75%	4.00%	$74.00
	2014	3.25%	0.75%	4.00%	$74.00

1 Minimum payments during the draw period include finance charges only.
2 Minimum payments during the repayment period include principal and finance charges.

Home Equity Line of Credit Rates
Prime + .99%

	Year	Prime Rate	Margin	APR	Payment
Draw Period1	2000	8.50%	0.99%	9.49%	$79.08
	2001	9.50%	0.99%	10.49%	$87.42
	2002	4.75%	0.99%	5.74%	$47.83
	2003	4.25%	0.99%	5.24%	$43.67
	2004	4.00%	0.99%	4.99%	$41.58
	2005	5.25%	0.99%	6.24%	$52.00
	2006	7.25%	0.99%	8.24%	$68.67
	2007	8.25%	0.99%	9.24%	$77.00
	2008	7.25%	0.99%	8.24%	$68.67
	2009	4.00%	0.99%	4.99%	$41.58
Repayment Period2	2010	3.25%	0.99%	4.24%	$75.21
	2011	3.25%	0.99%	4.24%	$75.21
	2012	3.25%	0.99%	4.24%	$75.21
	2013	3.25%	0.99%	4.24%	$75.21
	2014	3.25%	0.99%	4.24%	$75.21

1 Minimum payments during the draw period include finance charges only.
2 Minimum payments during the repayment period include principal and finance charges.

Appraisal Disclosure: We may order an appraisal to determine the property's value and charge you for this appraisal. If your home equity line of credit (if approved) will be secured by a first lien on your property, we will promptly give you a copy of any appraisal, even if your loan does not close. You can pay for an additional appraisal for your own use at your own cost.

What You Should Know about Home Equity Lines of Credit

Introduction

If you are in the market for credit, a home equity plan is one of several options that might be right for you. Before making a decision, however, you should weigh carefully the costs of a home equity line against the benefits. Shop for the credit terms that best meet your borrowing needs without posing undue financial risks. And remember, failure to repay the amounts you've borrowed, plus interest, could mean the loss of your home.

Home Equity Plan Checklist

Ask your lender to help fill out this checklist.

BASIC FEATURES FOR COMPARISON	PLAN A	PLAN B
Fixed annual percentage rate	_____%	_____%
Variable annual percentage rate	_____%	_____%
• Index used and current value	_____%	_____%
• Amount of margin	_____	_____
• Frequency of rate adjustments	_____	_____
• Amount/length of discount (if any)	_____	_____
• Interest-rate cap and floor	_____	_____
Length of plan		
• Draw period	_____	_____
• Repayment period	_____	_____
Initial fees		
• Appraisal fee	_____	_____
• Application fee	_____	_____
• Up-front charges, including points	_____	_____
• Closing costs	_____	_____
REPAYMENT TERMS		
During the draw period		
• Interest and principal payments	_____	_____
• Interest-only payments	_____	_____
• Fully amortizing payments	_____	_____
When the draw period ends		
• Balloon payment?	_____	_____
• Renewal available?	_____	_____
• Refinancing of balance by lender?	_____	_____

What is a home equity line of credit?

A home equity line of credit is a form of revolving credit in which your home serves as collateral. Because a home often is a consumer's most valuable asset, many homeowners use home equity credit lines only for major items, such as education, home improvements, or medical bills, and choose not to use them for day-to-day expenses.

With a home equity line, you will be approved for a specific amount of credit. Many lenders set the credit limit on a home equity line by taking a percentage (say, 75 percent) of the home's appraised value and subtracting from that the balance owed on the existing mortgage. For example:

Appraised value of home	$100,000
Percentage	x 75%
Percentage of appraised value	= $ 75,000
Less balance owed on mortgage	– $ 40,000
Potential line of credit	$ 35,000

In determining your actual credit limit, the lender will also consider your ability to repay the loan (principal and interest) by looking at your income, debts, and other financial obligations as well as your credit history.

Many home equity plans set a fixed period during which you can borrow money, such as 10 years. At the end of this "draw period," you may be allowed to renew the credit line. If your plan does not allow renewals, you will not be able to borrow additional money once the period has ended. Some plans may call for payment in full of any outstanding balance at the end of the period. Others may allow repayment over a fixed period (the "repayment period"), for example, 10 years.

Once approved for a home equity line of credit, you will most likely be able to borrow up to your credit limit whenever you want. Typically, you will use special checks to draw on your line. Under some plans, borrowers can use a credit card or other means to draw on the line.

There may be other limitations on how you use the line. Some plans may require you to borrow a minimum amount each time you draw on the line (for example, $300) or keep a minimum amount outstanding. Some plans may also require that you take an initial advance when the line is set up.

What should you look for when shopping for a plan?

If you decide to apply for a home equity line of credit, look for the plan that best meets your particular needs. Read the credit agreement carefully, and examine the terms and conditions of various plans, including the annual percentage rate (APR) and the costs of establishing the plan. Remember, though, that the APR for a home equity line is based on the interest rate alone and will not reflect closing costs and other fees and charges, so you'll need to compare these costs, as well as the APRs, among lenders.

Variable interest rates

Home equity lines of credit typically involve variable rather than fixed interest rates. The variable rate must be based on a publicly available index (such as the prime rate published in some major daily newspapers or a U.S. Treasury bill rate). In such cases, the interest rate you pay for the line of credit will change, mirroring changes in the value of the index. Most lenders cite the interest rate you will pay as the value of the index at a particular time, plus a "margin," such as 2 percentage points. Because the cost of borrowing is tied directly to the value of the index, it is important to find out which index is used, how often the value of the index changes, and how high it has risen in the past. It is also important to note the amount of the margin.

Lenders sometimes offer a temporarily discounted interest rate for home equity lines — an "introductory" rate that is unusually low for a short period, such as six months.

Variable-rate plans secured by a dwelling must, by law, have a ceiling (or cap) on how much your interest rate may increase over the life of the plan. Some variable-rate plans limit how much your payment may increase and how low your interest rate may fall if the index drops.

Some lenders allow you to convert from a variable interest rate to a fixed rate during the life of the plan, or let you convert all or a portion of your line to a fixed-term installment loan.

Costs of establishing and maintaining a home equity line

Many of the costs of setting up a home equity line of credit are similar to those you pay when you get a mortgage. For example:

- A fee for a property appraisal to estimate the value of your home;
- An application fee, which may not be refunded if you are turned down for credit;
- Up-front charges, such as one or more "points" (one point equals 1 percent of the credit limit); and
- Closing costs, including fees for attorneys, title search, mortgage preparation and filing, property and title insurance, and taxes.

In addition, you may be subject to certain fees during the plan period, such as annual membership or maintenance fees and a transaction fee every time you draw on the credit line.

You could find yourself paying hundreds of dollars to establish the plan. And if you were to draw only a small amount against your credit line, those initial charges would substantially increase the cost of the funds borrowed. On the other hand, because the lender's risk is lower than for other forms of credit, as your home serves as collateral, annual percentage rates for home equity lines are generally lower than rates for other types of credit. The interest you save could offset the costs of establishing and maintaining the line. Moreover, some lenders waive some or all of the closing costs.

How will you repay your home equity plan?

Before entering into a plan, consider how you will pay back the money you borrow. Some plans set a minimum monthly payment that includes a portion of the principal (the amount you borrow) plus accrued interest. But, unlike with typical installment loan agreements, the portion of your payment that goes toward principal may not be enough to repay the principal by the end of the term. Other plans may allow payment of only the interest during the life of the plan, which means that you pay nothing toward the principal. If you borrow $10,000, you will owe that amount when the payment plan ends.

Regardless of the minimum required payment on your home equity line, you may choose to pay more, and many lenders offer a choice of payment options. However, some lenders may require you to pay special fees or penalties if you choose to pay more, so check with your lender. Many consumers choose to pay down the principal regularly as they do with other loans. For example, if you use your line to buy a boat, you may want to pay it off as you would a typical boat loan.

Whatever your payment arrangements during the life of the plan—whether you pay some, a little, or none of the principal amount of the loan—when the plan ends, you may have to pay the entire balance owed, all at once. You must be prepared to make this "balloon payment" by refinancing it with the lender, by obtaining a loan from another lender, or by some other means. If you are unable to make the balloon payment, you could lose your home.

If your plan has a variable interest rate, your monthly payments may change. Assume, for example, that you borrow $10,000 under a plan that calls for interest-only payments. At a 10 percent interest rate, your monthly payments would be $83. If the rate rises over time to 15 percent, your monthly payments will increase to $125. Similarly, if you are making payments that cover interest plus some portion of the principal, your monthly payments may increase, unless your agreement calls for keeping payments the same throughout the plan period.

If you sell your home, you will probably be required to pay off your home equity line in full immediately. If you are likely to sell your home in the near future, consider whether it makes sense to pay the up-front costs of setting up a line of credit. Also keep in mind that renting your home may be prohibited under the terms of your agreement.

Lines of credit vs. traditional second mortgage loans

If you are thinking about a home equity line of credit, you might also want to consider a traditional second mortgage loan. This type of loan provides you with a fixed amount of money, repayable over a fixed period. In most cases, the payment schedule calls for equal payments that pay off the entire loan within the loan period. You might consider a second mortgage instead of a home equity line if, for example, you need a set amount for a specific purpose, such as an addition to your home.

In deciding which type of loan best suits your needs, consider the costs under the two alternatives. Look at both the APR and other charges. Do not, however, simply compare the APRs, because the APRs on the two types of loans are figured differently:

- The APR for a traditional second mortgage loan takes into account the interest rate charged plus points and other finance charges.
- The APR for a home equity line of credit is based on the periodic interest rate alone. It does not include points or other charges.

Disclosures from lenders

The federal Truth in Lending Act requires lenders to disclose the important terms and costs of their home equity plans, including the APR, miscellaneous charges, the payment terms, and information about any variable-rate feature. And in general, neither the lender nor anyone else may charge a fee until after you have received this information. You usually get these disclosures when you receive an application form, and you will get additional disclosures before the plan is opened. If any term (other than a variable-rate feature) changes before the plan is opened, the lender must return all fees if you decide not to enter into the plan because of the change. Lenders are also required to provide you with a list of homeownership counseling organizations in your area.

When you open a home equity line, the transaction puts your home at risk. If the home involved is your principal dwelling, the Truth in Lending Act gives you three days from the day the account was opened to cancel the credit line. This right allows you to change your mind for any reason. You simply inform the lender in writing within the three-day period. The lender must then cancel its security interest in your home and return all fees— including any application and appraisal fees—paid to open the account.

The Home Ownership and Equity Protection Act of 1994 (HOEPA) addresses certain unfair practices and establishes requirements for certain loans with high rates and fees, including certain additional disclosures. HOEPA now covers some HELOCs. You can find out more information by contacting the CFPB at the website address and phone number listed in the Contact information appendix, below.

What if the lender freezes or reduces your line of credit?

Plans generally permit lenders to freeze or reduce a credit line if the value of the home "declines significantly" or when the lender "reasonably believes" that you will be unable to make your payments due to a "material change" in your financial circumstances. If this happens, you may want to:

- **Talk with your lender.** Find out what caused the lender to freeze or reduce your credit line and what, if anything, you can do to restore it. You may be able to provide additional information to restore your line of credit, such as documentation showing that your house has retained its value or that there has not been a "material change" in your financial circumstances. You may want to get copies of your credit reports (go to the CFPB's website at consumerfinance.gov/askcfpb/5/can-i-review-my-credit-report.html for information about how to get free copies of your credit reports) to make sure all the information in them is correct. If your lender suggests getting a new appraisal, be sure you discuss appraisal firms in advance so that you know they will accept the new appraisal as valid.
- **Shop around for another line of credit.** If your lender does not want to restore your line of credit, shop around to see what other lenders have to offer. If another lender is willing to offer you a line of credit, you may be able to pay off your original line of credit and take out another one. Keep in mind, however, that you may need to pay some of the same application fees you paid for your original line of credit.

Defined terms

This glossary provides general definitions for terms commonly used in the real estate market. They may have different legal meanings depending on the context.

ANNUAL MEMBERSHIP OR MAINTENANCE FEE—An annual charge for access to a financial product such as a line of credit, credit card, or account. The fee is charged regardless of whether or not the product is used.

ANNUAL PERCENTAGE RATE (APR)—The cost of credit, expressed as a yearly rate. For closed-end credit, such as car loans or mortgages, the APR includes the interest rate, points, broker fees, and other credit charges that the borrower is required to pay. An APR, or an equivalent rate, is not used in leasing agreements.

APPLICATION FEE—Fees charged when you apply for a loan or other credit. These fees may include charges for property appraisal and a credit report.

BALLOON PAYMENT—A large extra payment that may be charged at the end of a mortgage loan or lease.

CAP (INTEREST RATE)—A limit on the amount that your interest rate can increase. Two types of interest-rate caps exist. Periodic adjustment caps limit the interest-rate increase from one adjustment period to the next. Lifetime caps limit the interest-rate increase over the life of the loan. By law, all adjustable-rate mortgages have an overall cap.

CLOSING OR SETTLEMENT COSTS—Fees paid when you close (or settle) on a loan. These fees may include application fees; title examination, abstract of title, title insurance, and property survey fees; fees for preparing deeds, mortgages, and settlement documents; attorneys' fees; recording fees; estimated costs of taxes and insurance; and notary, appraisal, and credit report fees. Under the Real Estate Settlement Procedures Act, the borrower receives a good faith estimate of closing costs within three days of application. The good faith estimate lists each expected cost as an amount or a range.

CREDIT LIMIT—The maximum amount that may be borrowed on a credit card or under a home equity line of credit plan.

EQUITY—The difference between the fair market value of the home and the outstanding balance on your mortgage plus any outstanding home equity loans.

INDEX—The economic indicator used to calculate interest-rate adjustments for adjustable-rate mortgages or other adjustable-rate loans. The index rate can increase or decrease at any time. See also Selected index rates for ARMs over an 11-year period (consumerfinance.gov/f/201204_CFPB_ARMs-brochure.pdf) for examples of common indexes that have changed in the past.

INTEREST RATE—The percentage rate used to determine the cost of borrowing money, stated usually as a percentage of the principal loan amount and as an annual rate.

MARGIN—The number of percentage points the lender adds to the index rate to calculate the adjustable-rate-mortgage interest rate at each adjustment.

MINIMUM PAYMENT—The lowest amount that you must pay (usually monthly) to keep your account in good standing. Under some plans, the minimum payment may cover interest only; under others, it may include both principal and interest.

POINTS (ALSO CALLED DISCOUNT POINTS)—One point is equal to 1 percent of the principal amount of a mortgage loan. For example, if a mortgage is $200,000, one point equals $2,000. Lenders frequently charge points in both fixed-rate and adjustable-rate mortgages to cover loan origination costs or to provide additional compensation to the lender or broker. These points usually are paid at closing and may be paid by the borrower or the home seller, or may be split between them. In some cases, the money needed to pay points can be borrowed (incorporated in the loan amount), but doing so will increase the loan amount and the total costs. Discount points (also called discount fees) are points that you voluntarily choose to pay in return for a lower interest rate.

SECURITY INTEREST—If stated in your credit agreement, a creditor, lessor, or assignee's legal right to your property (such as your home, stocks, or bonds) that secures payment of your obligation under the credit agreement. The property that secures payment of your obligation is referred to as "collateral."

TRANSACTION FEE—Fee charged each time a withdrawal or other specified transaction is made on a line of credit, such as a balance transfer fee or a cash advance fee.

VARIABLE RATE—An interest rate that changes periodically in relation to an index, such as the prime rate. Payments may increase or decrease accordingly.

More Information

For more information about mortgages, including home equity lines of credit, visit consumerfinance.gov/mortgage. For answers to questions about mortgages and other financial topics, visit consumerfinance.gov/askcfpb. You may also visit the CFPB's website at consumerfinance.gov/owning-a-home to access interactive tools and resources for mortgage shoppers, which are expected to be available beginning in 2014.

Housing counselors can be very helpful, especially for first-time home buyers or if you're having trouble paying your mortgage. The U.S. Department of Housing and Urban Development (HUD) supports housing counseling agencies throughout the country that can provide free or low-cost advice. You can search for HUD-approved housing counseling agencies in your area on the CFPB's web site at consumerfinance.gov/find-a-housing-counselor or by calling HUD's interactive toll-free number at 800-569-4287.

The company that collects your mortgage payments is your loan servicer. This may not be the same company as your lender. If you have concerns about how your loan is being serviced or another aspect of your mortgage, you may wish to submit a complaint to the CFPB at consumerfinance.gov/complaint or by calling (855) 411-CFPB (2372).

When you submit a complaint to the CFPB, the CFPB will forward your complaint to the company and work to get a response. Companies have 15 days to respond to you and the CFPB. You can review the company's response and give feedback to the CFPB.

CONTACT INFORMATION

For additional information or to submit a complaint, you can contact the CFPB or one of the other federal agencies listed below, depending on the type of institution. If you are not sure which agency to contact, you can submit a complaint to the CFPB and if the CFPB determines that another agency would be better able to assist you, the CFPB will refer your complaint to that agency and let you know.

REGULATORY AGENCY	REGULATED ENTITY(IES)	CONTACT INFORMATION
Consumer Financial Protection Bureau (CFPB) P.O. Box 4503, Iowa City, IA 52244	Insured depository institutions and credit unions with assets greater than $10 billion (and their affiliates), and non-bank providers of consumer financial products and services, including mortgages, credit cards, debt collection, consumer reports, prepaid cards, private education loans, and payday lending	(855) 411-CFPB (2372) consumerfinance.gov consumerfinance.gov/ complaint
Board of Governors of the Federal Reserve System (FRB) Consumer Help P.O. Box 1200, Minneapolis, MN 55480	Federally insured state-chartered bank members of the Federal Reserve System	(888) 851-1920 federalreserveconsumerhelp.gov
Office of the Comptroller of the Currency (OCC) Customer Assistance Group 1301 McKinney Street, Suite 3450, Houston, TX 77010	National banks and federally chartered savings banks/associations	(800) 613-6743 occ.treas.gov helpwithmybank.gov
Federal Deposit Insurance Corporation (FDIC) Consumer Response Center 1100 Walnut St., Box #11, Kansas City, MO 64106	Federally insured state-chartered banks that are not members of the Federal Reserve System	(877) ASK-FDIC or (877) 275-3342 fdic.gov fdic.gov/consumers
Federal Housing Finance Agency (FHFA) Consumer Communications Constitution Center 400 7th Street, S.W. Washington, DC 20024	Fannie Mae, Freddie Mac, and the Federal Home Loan Banks	Consumer Helpline: (202) 649-3811 fhfa.gov/Default.aspx?Page=369 ConsumerHelp@fhfa.gov
National Credit Union Administration (NCUA) Consumer Assistance 1775 Duke Street, Alexandria, VA 22314	Federally chartered credit unions	(800) 755-1030 ncua.gov mycreditunion.gov
Federal Trade Commission (FTC) Consumer Response Center 600 Pennsylvania Ave, N.W. Washington, DC 20580	Finance companies, retail stores, auto dealers, mortgage companies and other lenders, and credit bureaus	(877) FTC-HELP or (877) 382-4357 ftc.gov ftc.gov/bcp
Securities and Exchange Commission (SEC) Complaint Center, 100 F Street, N.E. Washington, DC 20549	Brokerage firms, mutual fund companies, and investment advisers	(202) 551-6551 sec.gov sec.gov/complaint/select.shtml
Farm Credit Administration Office of Congressional and Public Affairs 1501 Farm Credit Drive, McLean, VA 22102	Agricultural lenders	(703) 883-4056 fca.gov
Small Business Administration (SBA) Consumer Affairs, 409 3rd Street, S.W. Washington, DC 20416	Small business lenders	(800) U-ASK-SBA or (800) 827-5722 sba.gov
Commodity Futures Trading Commission (CFTC) 1155 21st Street, N.W. Washington, DC 20581	Commodity brokers, commodity trading advisers, commodity pools, and introducing brokers	(866) 366-2382 cftc.gov/ConsumerProtection/index.htm
U.S. Department of Justice (DOJ) Civil Rights Division, 950 Pennsylvania Ave, N.W. Housing and Civil Enforcement Section, Washington, DC 20530	Fair lending and housing issues	(202) 514-4713 TTY–(202) 305-1882 FAX–(202) 514-1116 To report an incident of housing discrimination: 1-800-896-7743 fairhousing@usdoj.gov
Department of Housing and Urban Development (HUD) Office of Fair Housing/Equal Opportunity, 451 7th Street, S.W. Washington, DC 20410	Fair lending and housing issues	(800) 669-9777 hud.gov/complaints

We do business in accordance with the Federal Fair Housing Law and Equal Credit Opportunity Act.

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TECHNOLOGY CREDIT UNION

Home Equity Line of Credit

(Adjustable Rate) (Prime Rate Program)

Initial Disclosure

IMPORTANT REAL ESTATE LOAN INFORMATION
PLEASE READ CAREFULLY