

Your locally owned
 Community Bank.
 Serving all of
 Highlands County.



Heartland National Bank

www.heartlandnb.com

*****AUTO**MIXED AADC 335
 2426 0.6750 MB 0.435 11 16 1

Page 1 of 1
 Account Number: [REDACTED]
 Date: 08/29/14



THE PUBLIC SERVICE COMMISSION
 ATTN: ANN COLE, DOC# 080353-WU
 2540 SHUMARD OAK BLVD
 TALLAHASSEE FL 32399-7019

Effective October 17, 2014, the MasterCard liability limitation will be changing. Under the new rule, you will not be held responsible for unauthorized transactions on your debit card if:

1. Your account is in good standing.
 2. You have exercised reasonable care in safeguarding your card from loss or theft.
 3. You have not reported to the bank two or more unauthorized use events in the past 12 months;
 4. You report the loss of your debit card within 2 business days of discovering the loss.
 5. You report unauthorized transactions appearing on your periodic statement within 60 days.
- If the conditions above are not met, under Reg. E, you could be liable for debit card losses up to \$500.00.

BUSINESS MMIA

Account Number	[REDACTED]	Statement Dates	8/01/14 thru 8/31/14
Previous Balance	.00	Days in the statement period	31
Deposits/Credits	.00	Average Ledger	0
Checks/Debits	.00	Average Collected	0
Service Charge	.00		
Interest Paid	.00		
Ending Balance	.00		

Daily Balance Information

Date	Balance	Date	Balance	Date	Balance	Date	Balance
8/01	.00						

RECEIVED-FPSC
 14 SEP -4 PM 12:55
 COMMISSION
 CLERK

IMPORTANT: PLEASE EXAMINE THIS STATEMENT OF YOUR ACCOUNT AND THE ENCLOSED ITEMS AT ONCE. IF NO ERROR IS REPORTED TO US WITHIN 14 DAYS, THIS STATEMENT WILL BE CONSIDERED CORRECT.

DATE OR NUMBER	AMOUNT
TOTAL	

CHECKBOOK RECONCILIATION

ENTER
BALANCE THIS STATEMENT _____

ADD
RECENT DEPOSITS (NOT CREDITED ON THIS STATEMENT) _____

TOTAL \$ _____

SUBTRACT
CHECKS OUTSTANDING _____

BALANCE _____

SHOULD AGREE WITH YOUR CHECKBOOK BALANCE AFTER DEDUCTING CHARGES AND ADDING CREDITS INCLUDED ON THIS STATEMENT, BUT NOT SHOWN IN YOUR CHECKBOOK.

INQUIRIES ABOUT YOUR DIRECT DEPOSIT

If you have arranged to have direct deposits made to your account at least once every 60 days from the same person or company, you can call us to find out whether the deposit has been made. See below for the correct phone number.

IN CASE OF ERRORS OR QUESTIONS ABOUT YOUR ELECTRONIC TRANSFER

If you think your statement or receipt is wrong or if you need more information about a transfer on the statement or receipt, telephone us or write us (see below for the correct phone number and address) as soon as you can. We must hear from you no later than 30 days after we sent you the FIRST statement on which the error or problem appeared. Please include the following information:

- (1) Your name and account number.
- (2) Description of the error or the transfer you are unsure about and an explanation as clearly as you can why you believe there is an error or why you need more information.
- (3) The dollar amount of the suspected error.

We will investigate your complaint and will correct any error promptly. If we take more the 10 business days to do this, we will recredit your account for the amount you find is in error, so that you will have use of the money during the time it takes us to complete our investigation.

**IN CASE OF ERROR OR QUESTIONS CONCERNING YOUR STATEMENT
CALL OR WRITE:**

863-453-6000
Heartland National Bank
800 West Main Street
Avon Park, FL 33825-3608

863-386-1322
Heartland National Bank
5033 U.S. Hwy. 27 North
Sebring, FL 33870-1220

863-386-1300
Heartland National Bank
320 US Hwy 27 North
Sebring, FL 33870-2147

863-699-1300
Heartland National Bank
600 US Hwy 27 North
Lake Placid, FL 33852-7939