January Statement for activity from Dec. 23, 2010 through Jan. 21, 2011
NELVA E BRUNSTING ELMER H BRUNSTING

Inquiries: 1-800-558-3424
ELN $8 \quad 14$ Page 1 of 3

Your Select Rewards Visa(A) Platinum Card account at a glance
Account: 4037660013896626

| Activity Summary |  |
| :---: | :---: |
| Previous Balance | \$725.24 |
| Payments ..................... | \$725.00CR |
| Other Credits | \$6.35CR |
| Purchases. | \$2,751.85 |
| Balance Transfers | \$0.00 |
| Advances | \$0.00 |
| Other Debits | \$0.00 |
| Past Due Amount | \$0.00 |
| Fees Charged...................... | \$25.00 |
| Interest Charged.................. | \$0.00 |
| New Balance | \$2,770.74 |
| Credit Line | \$9,900.00 |
| Available Credit | \$7,129.26 |
| Statement Close Date. | Jan. 21, 2011 |
| Days in Billing Cycle ........... | 30 |


| Payment Information |  |  |
| :---: | :---: | :---: |
| New Balance $\qquad$ Minimum Payment Due (Current Month) Minimum Payment Due (Past Due) Total New Minimum Payment Due Payment Due Date. $\qquad$ |  | \$2,770.74 |
|  |  | \$30.00 |
|  |  | \$0.00 |
|  |  | \$30.00 |
|  |  | Feb. 19, 2011 |
| Late Payment Warning: If we do not receive your minimum payment by the date listed above, you may have to pay up to a $\$ 35.00$ Late Fee. |  |  |
| Minimum Payment Warning: If you make only the minimum payment each period, you will pay more in interest and it will take you longer to pay off your balance. For example: |  |  |
| If you make no additional charges using this card and each month you pay... | You will pay off the balance shown on this statement in about.. | And you will end up paying an estimated total of.. |
| Only the minimum payment | 8 years | \$3,763 |
| \$88 | 3 years | $\begin{gathered} \$ 3,182 \\ \text { (Savings }=\$ 581 \text { ) } \end{gathered}$ |

If you would like information about credit counseling services, call 866-951-1391.

To reduce or avoid paying additional fees and interest charges on your purchase balance, pay the total new balance of \$2,770.74 by 02/19/11. Any cash balance or balance transfer balance will continue to accrue daily interest until the date your payment is received.

To change your address or for
Cardmember Service please call:
1-800-558-3424 Every Hour! Every Day!

| Your Account Number: | 4037660013896626 |
| :--- | ---: |
| Total New Balance: | $\$ 2,770.74$ |
| Minimum Payment Due: | $\$ 30.00$ |
| Payment Due Date | Enter Amount of Payment |
|  | Enclosed |
| Feb. 19, 2011 |  |
|  |  |

0000690331 AT 0.357106481928927107 P
NELVA E BRUNSTING
ELMER H BRUNSTING
13630 PINEROCK LN
HOUSTON TX 77079-5914


## Cardmember Service

P.O. Box 790408

St. Louis, MO 63179-0408


## What To Do If You Think You Find A Mistake On Your Statement

If you think there is an error on your statement, please call us at the telephone number on the front of this statement, or write to us at: Cardmember Service, P.O. Box 6335, Fargo, ND 58125-6335.
In your letter or call, 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. While we investigate whether or not there has been an error, the following are true:

- 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. But, if we determine that we made a mistake, you will not have to pay the amount in question or any interest or other fees related to 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.


## 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 $\$ 50$. (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 usin writing at: Cardmember Service, P.O. Box 6335 , Fargo, ND 58125-6335. 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.

## Important Information Regarding Your Account

1. INTEREST CHARGE: Method of Computing Amount Subject to Interest: We calculate the periodic rate or interest portion of the INTEREST CHARGE by multiplying the applicable Daily Periodic Rate ("DPR") by the Average Daily Balance ("ADB") (including new transactions) of the Purchase, Advance and Balance Transfer categories subject to interest, and then adding together the resulting interest from each category. We determine the ADB separately for the Purchases, Advances and Balance Transfer categories. To get the ADB in each category, we add together the daily balances in those categories for the billing cycle and divide the result by the number of days in the billing cycle. We determine the daily balances each day by taking the beginning balance of those Account categories (including any billed but unpaid interest, fees, credit insurance and other charges), adding any new interest, fees, and charges, and subtracting any payments or credits applied against your Account balances that day. We add a Purchase, Advance or Balance Transfer to the appropriate balances for those categories on the later of the transaction date or the first day of the statement period. Billed but unpaid interest on Purchases, Advances and Balance Transfers is added to the appropriate balances for those categories each month on the statement date. Billed but unpaid Advance Transaction Fees are added to the Advance balance of your Account on the date they are charged to your Account. Any billed but unpaid fees on Purchases, credit insurance charges, and other charges are added to the Purchase balance of the Account on the date they are charged to the Account. Billed but unpaid fees on Balance Transfers are added to the Balance Transfer balance of the Account on the date they are charged to the Account. In other words, billed and unpaid interest, fees, and charges will be included in the ADB of your Account that accrues interest and will reduce the amount of credit available to you. Credit insurance charges are not included in the ADB calculation for Purchases until the first day of the billing cycle following the date the credit insurance premium is charged to the Account. Prior statement balances subject to an interest-free period that have been paid on or before the payment due date in the current billing cycle are not included in the ADB calculation.
2. Payment Information: Make checks payable to Cardmember Service. Use the enclosed return envelope to mail your payment to: Cardmember Service, P.O. Box 790408, St. Louis, MO 63179-0408. All payments by check or money order, in U.S. dollars and accompanied by a payment coupon will be credited to your Account on the day of receipt if received at this address by 5:00 p.m. CST on any banking day. Banking days are all calendar days except Saturday, Sunday, and federal holidays. Other types of mailed payments will be credited to your Account within five banking days of receipt by Cardmember Service.
3. Credit Reporting: We may report information on your Account to Credit Bureaus. Late payments, missed payments or other defaults on your Account may be reflected in your credit report.

January Statement for activity from Dec. 23, 2010 through Jan. 21, 2011
Inquiries: 1-800-558-3424
NELVA E BRUNSTING ELMER H BRUNSTING

| Visa Select Rewards |
| :--- | :--- | :--- |
| Description of Activity |

For rewards program inquiries and redemptions, call 1-888-229-8864 from 8:00 am to 11:00 pm (CST) Monday through Friday, 8:00 am to 9:00 pm (CST) Saturday and' Sunday. Automated account information is available 24 hours a day, 7 days a week.

## Transactions

| Post Date | Trans Date | Ref. Nbr | Description of Transaction | Amount |
| :---: | :---: | :---: | :---: | :---: |
| Payments and Other Credits |  |  |  |  |
| 12/24 | 12/22 | 7968 | THE HOME DEPOT 571 HOUSTON TX........................ MERCHANDISE/SERVICE RETURN | \$6.35CR |
| 01/18 | 01/16 | 0193 | PAYMENT THANK YOU................ | \$725.00cR |
| Purchases and Other Debits |  |  |  |  |
| 12/23 | 12/21 | 3302 | THE HOME DEPOT 571 HOUSTON TX. | \$85.63 |
| 12/23 | 12/22 | 7407 | KROGER \#161 HOUSTON TX. | \$27.90 |
| 12/24 | 12/22 | 0215 | THE HOME DEPOT 571 HOUSTON TX. | \$11.32 |
| 12/24 | 12/22 | 0848 | PAPA JOE'S BBQ HOUSTON TX. | \$27.06 |
| 12/27 | 12/25 | 5377 | IHOP 141700014175 HOUSTON TX | \$37.00 |
| 12/28 | 12/27 | 4925 | WALGREENS \#3328 HOUSTON TX | \$11.22 |
| 12/29 | 12/27 | 0767 | JAMES CONEY ISLAND HOUSTON TX | \$3.87 |
| 12/29 | 12/28 | 0646 | BURGER KING \#17450 HOUSTON TX.. | \$18.45 |
| 12/30 | 12/28 | 0602 | RANDALLS STORE00010660 HOUSTON TX | \$88.82 |
| 12/30 | 12/29 | 8290 | WALGREENS \#3328 HOUSTON TX. | \$19.44 |
| 12/31 | 12/29 | 1687 | TACO CABANA \#148 HOUSTON TX. | \$11.88 |
| 12/31 | 12/29 | 0360 | RANDALLS STORE00010660 HOUSTON TX | \$49.98 |
| 01/03 | 01/01 | 1613 | LUBYS CAFE \#0085 Q99 HOUSTON TX | \$20.42 |
| 01/03 | 12/30 | 0315 | DOMNO'S PIZZA\#6658 281-497-3977 TX | \$14.05 |
| 01/04 | 01/03 | 9853 | WALGREENS \#3328 HOUSTON TX | \$267.04 |
| 01/05 | 01/03 | 5451 | THE HOME DEPOT 571 HOUSTON TX.. | \$272.15 |
| 01/05 | 01/03 | 5188 | THE HOME DEPOT 571 HOUSTON TX. | \$32.98 |
| 01/05 | 01/04 | 0394 | PIZZA HUT 27120 HOUSTON TX. | \$8.66 |
| 01/05 | 01/04 | 3477 | KROGER \#161 HOUSTON TX. | \$52.90 |
| 01/06 | 01/04 | 1142 | MR. ROOTER OF GREATER SPRING TX. | \$268.17 |
| 01/06 | 01/04 | 0054 | SHELL OIL 57543429500 HOUSTON TX... | \$44.16 |
| 01/06 | 01/05 | 0328 | PIZZA HUT 27120 HOUSTON TX.. | \$8.66 |
| 01/10 | 01/07 | 9584 | ST JUDE MAIN DONATIONS 800-822-6344 TN. | \$20.00 |
| 01/10 | 01/07 | 2719 | TACO CABANA \#148 HOUSTON TX. | \$13.56 |
| 01/10 | 01/08 | 7849 | CHEVRON 00108123 HOUSTON TX. | \$25.14 |
| 01/10 | 01/07 | 5435 | OPEN DOOR MISSION 713-921-7520 TX | \$15.00 |
| 01/12 | 01/11 | 0905 | WALGREENS \#3328 HOUSTON TX. | \$66.30 |
| 01/12 | 01/11 | 5200 | MEDICAL ALERT C/O AMAC 866-502-2622 NY | \$34.95 |
| 01/13 | 01/12 | 1990 | TRUGREEN \# 5755 281-240-6622 TX ........ | \$397.49 |
| 01/14 | 01/12 | 2118 | TACO CABANA \#148 HOUSTON TX. | \$8.92 |
| 01/14 | 01/13 | 1011 | KROGER \#161 HOUSTON TX... | \$42.50 |
| 01/18 | 01/14 | 0406 | RANDALLS STORE00010660 HOUSTON TX | \$45.37 |
| 01/18 | 01/15 | 3211 | KROGER \#161 HOUSTON TX... | \$30.37 |
| 01/18 | 01/13 | 2471 | TACO CABANA \#148 HOUSTON TX. | \$10.37 |
| 01/18 | 01/14 | 2799 | WALGREENS \#3328 HOUSTON TX. | \$606.63 |
| 01/19 | 01/17 | 6896 | WALGREENS \#3328 HOUSTON TX. | \$21.90 |
| 01/21 | 01/19 | 4198 | KING DOLLAR \#17 HOUSTON TX. | \$4.72 |
| 01/21 | 01/19 | 3539 | PAPA JOE'S BBQ HOUSTON TX. | \$13.53 |
| 01/21 | 01/19 | 5236 | LOWES \#01058* HOUSTON TX........................... | \$13.34 |

January Statement for activity from Dec. 23, 2010 through Jan. 21, 2011
NELVA E BRUNSTING
ELMER H BRUNSTING

## Transactions

| Post Date | Trans Date | Ref. Nbr | Description of Transaction | Amount |
| :---: | :---: | :---: | :---: | :---: |
| Fees Charged |  |  |  |  |
| 01/21 |  |  | RETURNED PAYMENT FEE <br> TOTAL FEES FOR THIS PERIOD. $\qquad$ | $\begin{aligned} & \$ 25.00 \\ & \$ 25.00 \end{aligned}$ |


| 2011 Totals Year-to-Date |  |
| :---: | :---: |
| Total Fees Charged in 2011 | \$25.00 |
| Total Interest Charged in 2011 | \$0.00 |

## Interest Charge Calculation

Your Annual Percentage Rate (APR) is the annual interest rate on your account.
**APR for current and future transactions.

| Balance Type | Balance By Type | Bal. Subject to Interest | Variable | Interest | APR | ${ }^{* * *} A P R^{* * *}$ <br> Exp. Date | Interest Free Period |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| **BALANCE TRANSFER | \$0.00 | \$0.00 | YES | \$0.00 | 9.24\% |  | NO |
| **PURCHASES | \$2,770.74 | \$0.00 | YES | \$0.00 | 9.24\% |  | YES |
| **ADVANCES | \$0.00 | \$0.00 | YES | \$0.00 | 20.24\% |  | NO |

## Important Messages

ENROLL IN BALANCESHIELD BY CALLING 1-877-694-1285. With BalanceShield, your monthly payment will be paid for up to 12 months in the event of unexpected hardships like unemployment or disability. BalanceShield also cancels the total outstanding balance in the case of loss of life. Coverage costs just $\$ 0.85$ per $\$ 100$ of your monthly statement balance. ENROLL TODAY.

Save time and money by consolidating all your debt into one monthly payment. Check your mail for a great offer or call Cardmember Service today for information on a great rate.

Each time you or a third party on your behalf, pays your bill by personal check, you authorize us to convert that payment into an electronic debit. If the check is processed electronically, the checking account will be debited for the amount on the check and the debit will appear on your account statement. If you have any questions, please contact us at the Inquiries phone number located on this statement.

## To contact us regarding your account... 4037660013896626

By Telephone:
Every Hour! Every Day!
Voice: 1-800-558-3424
TDD: 1-888-352-6455
Fax: 1-866-616-1750

Send Inquiries to:
Cardmember Service P.O. Box 6354

Fargo, ND 58125-6354

Send Payments to:
Cardmember Service
P.O. Box 790408

St. Louis, MO 63179-0408

## Online

visit our website: myaccountaccess.com

February Statement for activity from Jan. 22, 2011 through Feb. 22, 2011
Inquiries: 1-800-558-3424 NELVA E BRUNSTING ELMER H BRUNSTING

Your Select Rewards Visa® Platinum Card account at a glance
Account: 4037660013896626

| Activity Summary |  |
| :---: | :---: |
| Previous Balance. | \$2,770.74 |
| Payments ............................. | \$0.00 |
| Other Credits ........................ | \$397.49CR |
| Purchases.. | \$827.20 |
| Balance Transfers ................. | \$0.00 |
| Advances. | \$0.00 |
| Other Debits ......................... | \$0.00 |
| Past Due Amount | \$30.00 |
| Fees Charged...................... | \$25.00 |
| Interest Charged.................. | \$23.12 |
| New Balance ......................... | \$3,248.57 |
| Credit Line | \$9,900.00 |
| Available Credit ..................... | \$6,651.43 |
| Statement Close Date............ | Feb. 22, 2011 |
| Days in Billing Cycle ............ | 32 |


| Payment Information |  |  |
| :---: | :---: | :---: |
| New Balance $\qquad$ <br> Minimum Payment Due (Current Month) <br> Minimum Payment Due (Past Due) <br> Total New Minimum Payment Due <br> Payment Due Date. $\qquad$ |  | $\$ 3,248.57$ $\$ 81.00$ $\$ 30.00$ $\$ 111.00$ Mar. 19,2011 |
| Late Payment Warning: If we do not receive your minimum payment by the date listed above, you may have to pay up to a $\$ 35.00$ Late Fee. |  |  |
| Minimum Payment Warning: If you make only the minimum payment each period, you will pay more in interest and it will take you longer to pay off your balance. For example: |  |  |
| If you make no additional charges using this card and each month you pay... | You will pay off the balance shown on this statement in about... | And you will end up paying an estimated total of... |
| Only the minimum payment | 9 years | \$4,541 |
| \$103 | 3 years | $\begin{gathered} \$ 3,731 \\ \text { (Savings= \$810) } \end{gathered}$ |
| If you would like information about credit counseling services, call 866-951-1391. |  |  |

To reduce or avoid paying additional fees and interest charges on your purchase balance, pay the total new balance of \$3,248.57 by $03 / 19 / 11$. Any cash balance or balance transfer balance will continue to accrue daily interest until the date your payment is received.

Please detach and send coupon with check payable to: Cardmember Service


To change your address or for
Cardmember Service please call:
1-800-558-3424 Every Hour! Every Day!


0000688731 AT 0.357106481970162970 P
NELVA E BRUNSTING
ELMER H BRUNSTING
13630 PINEROCK LN
HOUSTON TX 77079-5914


## Cardmember Service

P.O. Box 790408

St. Louis, MO 63179-0408


## What To Do If You Think You Find A Mistake On Your Statement

If you think there is an error on your statement, please call us at the telephone number on the front of this statement, or write to us at: Cardmember Service, P.O. Box 6335, Fargo, ND 58125-6335.
In your letter or call, 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. While we investigate whether or not there has been an error, the following are true:

- 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. But, if we determine that we made a mistake, you will not have to pay the amount in question or any interest or other fees related to 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.


## 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 $\$ 50$. (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 usin writing at: Cardmember Service, P.O. Box 6335 , Fargo, ND 58125-6335. 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.

## Important Information Regarding Your Account

1. INTEREST CHARGE: Method of Computing Amount Subject to Interest: We calculate the periodic rate or interest portion of the INTEREST CHARGE by multiplying the applicable Daily Periodic Rate ("DPR") by the Average Daily Balance ("ADB") (including new transactions) of the Purchase, Advance and Balance Transfer categories subject to interest, and then adding together the resulting interest from each category. We determine the ADB separately for the Purchases, Advances and Balance Transfer categories. To get the ADB in each category, we add together the daily balances in those categories for the billing cycle and divide the result by the number of days in the billing cycle. We determine the daily balances each day by taking the beginning balance of those Account categories (including any billed but unpaid interest, fees, credit insurance and other charges), adding any new interest, fees, and charges, and subtracting any payments or credits applied against your Account balances that day. We add a Purchase, Advance or Balance Transfer to the appropriate balances for those categories on the later of the transaction date or the first day of the statement period. Billed but unpaid interest on Purchases, Advances and Balance Transfers is added to the appropriate balances for those categories each month on the statement date. Billed but unpaid Advance Transaction Fees are added to the Advance balance of your Account on the date they are charged to your Account. Any billed but unpaid fees on Purchases, credit insurance charges, and other charges are added to the Purchase balance of the Account on the date they are charged to the Account. Billed but unpaid fees on Balance Transfers are added to the Balance Transfer balance of the Account on the date they are charged to the Account. In other words, billed and unpaid interest, fees, and charges will be included in the ADB of your Account that accrues interest and will reduce the amount of credit available to you. Credit insurance charges are not included in the ADB calculation for Purchases until the first day of the billing cycle following the date the credit insurance premium is charged to the Account. Prior statement balances subject to an interest-free period that have been paid on or before the payment due date in the current billing cycle are not included in the ADB calculation.
2. Payment Information: Make checks payable to Cardmember Service. Use the enclosed return envelope to mail your payment to: Cardmember Service, P.O. Box 790408, St. Louis, MO 63179-0408. All payments by check or money order, in U.S. dollars and accompanied by a payment coupon will be credited to your Account on the day of receipt if received at this address by 5:00 p.m. CST on any banking day. Banking days are all calendar days except Saturday, Sunday, and federal holidays. Other types of mailed payments will be credited to your Account within five banking days of receipt by Cardmember Service.
3. Credit Reporting: We may report information on your Account to Credit Bureaus. Late payments, missed payments or other defaults on your Account may be reflected in your credit report.

February Statement for activity from Jan. 22, 2011 through Feb. 22, 2011
Inquiries: 1-800-558-3424
NELVA E BRUNSTING ELMER H BRUNSTING

Visa Select Rewards

|  | This Statement | Year to Date |
| :---: | :---: | :---: |
| Description of Activity |  |  |
| Base Reward Points........... | 430 | 3,176 |
|  | 430 | 3,176 |

For rewards program inquiries and redemptions, call 1-888-229-8864 from 8:00 am to 11:00 pm (CST) Monday through Friday, 8:00 am to 9:00 pm (CST) Saturday and Sunday. Automated account information is available 24 hours a day, 7 days a week.

## Transactions

| Post Date | Trans Date | Ref. Nbr | Description of Transaction | Amount |
| :---: | :---: | :---: | :---: | :---: |
| Payments and Other Credits |  |  |  |  |
| 02/09 | 02/08 | 3118 | TRUGREEN \# 5755 281-240-6622 TX $\qquad$ MERCHANDISE/SERVICE RETURN | \$397.49CR |
| Purchases and Other Debits |  |  |  |  |
| 01/26 | 01/25 | 0885 | WALGREENS \#3328 HOUSTON TX. | \$42.32 |
| 01/27 | 01/27 | 9771 | LEI*LANDS END CLOTHING 800-332-4700 WI ......................... | \$42.15 |
| 02/04 | 02/03 | 7102 | WALGREENS \#3328 HOUSTON TX............................ | \$5.00 |
| 02/07 | 02/05 | 5230 | WALGREENS \#3328 HOUSTON TX................................ | \$154.79 |
| 02/09 | 02/07 | 1798 | ST JUDE MAIN DONATIONS 800-822-6344 TN....................... | \$20.00 |
| 02/14 | 02/11 | 4308 | MEDICAL ALERT C/O AMAC 866-502-2622 NY ...................... | \$34.95 |
| 02/22 | 02/18 | 8475 | WALGREENS \#3328 HOUSTON TX........................... | \$527.99 |
| Fees Charged |  |  |  |  |
| 02/22 | 02/19 |  | LATE FEE - PAYMENT DUE ON 02/19 TOTAL FEES FOR THIS PERIOD. | $\begin{aligned} & \$ 25.00 \\ & \$ 25.00 \end{aligned}$ |
| Interest Charged |  |  |  |  |
| 02/22 |  |  | INTEREST CHARGE <br> TOTAL INTEREST FOR THIS PERIOD. | $\begin{aligned} & \$ 23.12 \\ & \$ 23.12 \end{aligned}$ |


|  | 2011 Totals Year-to-Date |
| :--- | :--- |
| Total Fees Charged in 2011 | $\$ 50.00$ |
| Total Interest Charged in 2011 | $\$ 23.12$ |

## Interest Charge Calculation

Your Annual Percentage Rate (APR) is the annual interest rate on your account.
**APR for current and future transactions.

| Balance Type | Balance <br> By Type | Bal. Subject to Interest | Variable | Interest | APR | ***APR ${ }^{* *}$ <br> Exp. Date | Interest Free Period |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| **BALANCE TRANSFER | \$0.00 | \$0.00 | YES | \$0.00 | 9.24\% |  | NO |
| **PURCHASES | \$3,248.57 | \$2,854.91 | YES | \$23.12 | 9.24\% |  | YES |
| **ADVANCES | \$0.00 | \$0.00 | YES | \$0.00 | 20.24\% |  | NO |

February Statement for activity from Jan. 22, 2011 through Feb. 22, 2011

## Important Messages

*** IMPORTANT CARDMEMBER ALERT ***
We are concerned that we have not heard from you. Is everything OK?
Your credit card PAYMENT HAS NOT BEEN RECEIVED and is late.
We need to hear from you today because your account is currently past due.
PLEASE CALL US at 1-866-951-3862 or GO ONLINE to WWW.MYACCOUNTACCESS.COM, login or enroll in Online Account Access to review your payment options.

Reward yourself! Your credit card offers rich rewards like travel, gift cards and cash back. Check out all the rewards available to you by visiting the Rewards Center online or call 1-888-229-8864.

BalanceShield offers Protection from the Unexpected!
Get peace of mind knowing your minimum monthly payment can be paid for up to 12 months in the event of hardships like unemployment or disability. These and other benefits cost only $\$ 0.85$ per $\$ 100$ of your statement balance each month. ENROLL TODAY BY CALLING 877-694-1285.

Save time and money by consolidating all your debt into one monthly payment. Check your mail for a great offer or call Cardmember Service today for information on a great rate.

Each time you or a third party on your behalf, pays your bill by personal check, you authorize us to convert that payment into an electronic debit. If the check is processed electronically, the checking account will be debited for the amount on the check and the debit will appear on your account statement. If you have any questions, please contact us at the Inquiries phone number located on this statement.

| To contact us regarding your account.. 40376600.13896626 |  |  |  |
| :---: | :---: | :---: | :---: |
| 俨 By Telephone: | (?) Send Inquiries to: | $\triangle$ Send Payments to: | $\square$ Online |
| Every Hour! Every Day! | Cardmember Service | Cardmember Service | visit our website: |
| Voice: 1-800-558-3424 | P.O. Box 6354 | P.O. Box 790408 | myaccountaccess.com |
| TDD: 1-888-352-6455 | Fargo, ND 58125-6354 | St. Louis, MO 63179-0408 |  |
| Fax: 1-866-616-1750 |  |  |  |

Your Select Rewards Visa® Platinum Card account at a glance
Account: 4037660013896626

| Activity Summary |  |
| :---: | :---: |
| Previous Balance | \$3,248.57 |
| Payments ..................... | \$3,359.57CR |
| Other Credits ....................... | \$6.65CR |
| Purchases. | \$733.75 |
| Balance Transfers ................. | \$0.00 |
| Advances .. | \$0.00 |
| Other Debits | \$0.00 |
| Past Due Amount | \$0.00 |
| Fees Charged... | \$25.00CR |
| Interest Charged................... | \$0.00 |
| New Balance ........................ | \$591.10 |
| Credit Line | \$9,900.00 |
| Available Credit ................... | \$9,308.90 |
| Statement Close Date............ | Mar. 22, 2011 |
| Days in Billing Cycle .............. | 28 |



To reduce or avoid paying additional fees and interest charges on your purchase balance, pay the total new balance of $\$ 591.10$ by 04/19/11. Any cash balance or balance transfer balance will continue to accrue daily interest until the date your payment is received

Please detach and send coupon with check payable to: Cardmember Service

To change your address or for
Cardmember Service please call:
1-800-558-3424 Every Hour! Every Day!

0000588941 AT 0.357106481010212329 P
NELVA E BRUNSTING
ELMER H BRUNSTING
13630 PINEROCK LN
HOUSTON TX 77079-5914


| Your Account Number: | 4037660013896626 |
| :--- | ---: |
| Total New Balance: | $\$ 591.10$ |
| Minimum Payment Due: | $\$ 30.00$ |
| Payment Due Date | Enter Amourt ot Payment Enclosed |
| Apr. 19, 2011 |  |

## Cardmember Service

P.O. Box 790408

St. Louis, MO 63179-0408


## What To Do If You Think You Find A Mistake On Your Statement

If you think there is an error on your statement, please call us at the telephone number on the front of this statement, or write to us at: Cardmember Service, P.O. Box 6335, Fargo, ND 58125-6335.
In your letter or call, 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. While we investigate whether or not there has been an error, the following are true:

- 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. But, if we determine that we made a mistake, you will not have to pay the amount in question or any interest or other fees related to 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.


## 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 $\$ 50$. (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 usin writing at: Cardmember Service, P.O. Box 6335 , Fargo, ND 58125-6335. 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.

## Important Information Regarding Your Account

1. INTEREST CHARGE: Method of Computing Amount Subject to Interest: We calculate the periodic rate or interest portion of the INTEREST CHARGE by multiplying the applicable Daily Periodic Rate ("DPR") by the Average Daily Balance ("ADB") (including new transactions) of the Purchase, Advance and Balance Transfer categories subject to interest, and then adding together the resulting interest from each category. We determine the ADB separately for the Purchases, Advances and Balance Transfer categories. To get the ADB in each category, we add together the daily balances in those categories for the billing cycle and divide the result by the number of days in the billing cycle. We determine the daily balances each day by taking the beginning balance of those Account categories (including any billed but unpaid interest, fees, credit insurance and other charges), adding any new interest, fees, and charges, and subtracting any payments or credits applied against your Account balances that day. We add a Purchase, Advance or Balance Transfer to the appropriate balances for those categories on the later of the transaction date or the first day of the statement period. Billed but unpaid interest on Purchases, Advances and Balance Transfers is added to the appropriate balances for those categories each month on the statement date. Billed but unpaid Advance Transaction Fees are added to the Advance balance of your Account on the date they are charged to your Account. Any billed but unpaid fees on Purchases, credit insurance charges, and other charges are added to the Purchase balance of the Account on the date they are charged to the Account. Billed but unpaid fees on Balance Transfers are added to the Balance Transfer balance of the Account on the date they are charged to the Account. In other words, billed and unpaid interest, fees, and charges will be included in the ADB of your Account that accrues interest and will reduce the amount of credit available to you. Credit insurance charges are not included in the ADB calculation for Purchases until the first day of the billing cycle following the date the credit insurance premium is charged to the Account. Prior statement balances subject to an interest-free period that have been paid on or before the payment due date in the current billing cycle are not included in the ADB calculation.
2. Payment Information: Make checks payable to Cardmember Service. Use the enclosed return envelope to mail your payment to: Cardmember Service, P.O. Box 790408, St. Louis, MO 63179-0408. All payments by check or money order, in U.S. dollars and accompanied by a payment coupon will be credited to your Account on the day of receipt if received at this address by 5:00 p.m. CST on any banking day. Banking days are all calendar days except Saturday, Sunday, and federal holidays. Other types of mailed payments will be credited to your Account within five banking days of receipt by Cardmember Service.
3. Credit Reporting: We may report information on your Account to Credit Bureaus. Late payments, missed payments or other defaults on your Account may be reflected in your credit report.

March Statement for activity from Feb. 23, 2011 through Mar. 22, 2011
Inquiries: 1-800-558-3424
NELVA E BRUNSTING
Page 2 of 3 ELMER H BRUNSTING

Visa Select Rewards


For rewards program inquiries and redemptions, call 1-888-229-8864 from 8:00 am to 11:00 pm (CST) Monday through Friday, 8:00 am to 9:00 pm (CST) Saturday and Sunday. Automated account information is available 24 hours a day, 7 days a week.

## Transactions

| Post | Trans <br> Date | Ref. <br> Dbre |
| :--- | :--- | :--- |
| Nbr |  |  |


| $02 / 25$ | $02 / 24$ | 819 |
| :--- | :--- | :--- |
| $03 / 11$ | $03 / 11$ | 000 |

## Description of Transaction

Payments and Other Credits

03/11


|  |  |  |
| :--- | :--- | :--- |
| $02 / 23$ | $02 / 22$ | 0769 |
| $02 / 23$ | $02 / 22$ | 0554 |
| $02 / 24$ | $02 / 22$ | 7583 |
| $02 / 25$ | $02 / 24$ | 8012 |
| $02 / 28$ | $02 / 25$ | 0333 |
| $03 / 01$ | $02 / 28$ | 0135 |
| $03 / 03$ | $03 / 01$ | 2533 |
| $03 / 03$ | $03 / 02$ | 4675 |
| $03 / 03$ | $03 / 02$ | 9967 |
| $03 / / 7$ | $03 / 05$ | 1893 |
| $03 / 07$ | $03 / 04$ | 5138 |
| $03 / 09$ | $03 / 07$ | 4498 |
| $03 / 10$ | $03 / 09$ | 2729 |
| $03 / 14$ | $03 / 12$ | 7533 |
| $03 / 14$ | $03 / 12$ | 8737 |
| $03 / 14$ | $03 / 12$ | 0542 |
| $03 / 14$ | $03 / 11$ | 3326 |
| $03 / 15$ | $03 / 14$ | 3868 |
| $03 / 5$ | $03 / 14$ | 7431 |
| $03 / 16$ | $03 / 14$ | 6271 |
| $03 / 16$ | $03 / 14$ | 2741 |
| $03 / 22$ | $03 / 21$ | 8171 |


| SCHLOTZSKY'S 1166 HOUSTON TX. | \$5.19 |
| :---: | :---: |
| CHILDREN'S CANCER FUND 865-947-9825 TN ................. | \$15.00 |
| VALERO 527 HOUSTON TX........................... | \$46.90 |
| KROGER \#161 HOUSTON TX. | \$61.87 |
| KUHT - TV 713-7488888 TX. | \$10.00 |
| CHILDREN'S CANCER RECO 717-545-7600 PA | \$25.00 |
| NTNL CAREGIVING FNDTN 703-2999300 VA | \$25.00 |
| WALGREENS \#3328 HOUSTON TX. | \$39.86 |
| FOOD FOR THE POOR 1 954-4272222 FL ..................... | \$20.00 |
| TACO CABANA \#148 HOUSTON TX........................ | \$6.47 |
| JASON'S DELI \# 022 Q64 HOUSTON TX | \$21.07 |
| ST JUDE MAIN DONATIONS 800-822-6344 TN. | \$20.00 |
| WALGREENS \#3328 HOUSTON TX....................... | \$5.00 |
| WALGREENS \#5094 HOUSTON TX....................... | \$51.50 |
| SUBWAY 00375527 HOUSTON TX. | \$12.99 |
| RANDALLS STORE00010116 HOUSTON TX | \$16.64 |
| MEDICAL ALERT C/O AMAC 866-502-2622 NY | \$34.95 |
| RADIOSHACK COR00180117 HOUSTON TX. | \$108.24 |
| TARGET 00014357 HOUSTON TX.......................... | \$87.39 |
| SHELL OIL 57543429500 HOUSTON TX...................... | \$24.04 |
| SHELL OIL 57543446108 LULING TX......................... | \$53.62 |
| WALGREENS \#3328 HOUSTON TX. | \$43.02 |
| Fees Charged |  |
| REVERSAL OF LATE PAYMENT FEE. TOTAL FEES FOR THIS PERIOD. | $\begin{aligned} & \$ 25.00 \mathrm{CR} \\ & \$ 25.00 \mathrm{cr} \end{aligned}$ |


|  | 2011 Totals Year-to-Date |
| :--- | :--- |
| Total |  |
| Toes Charged in 2011 | $\$ 25.00$ |
| Total Interest Charged in 2011 | $\$ 23.12$ |

## Interest Charge Calculation

Your Annual Percentage Rate (APR) is the annual interest rate on your account.
**APR for current and future transactions.

| Balance Type | Balance <br> By Type | Bal. Subject to Interest | Variable | Interest | APR | ${ }^{* *} A P R^{* *}$ <br> Exp. Date | Interest Free Period |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| **BALANCE TRANSFER | \$0.00 | \$0.00 | YES | \$0.00 | 9.24\% |  | NO |
| **PURCHASES | \$591.10 | \$0.00 | YES | \$0.00 | 9.24\% |  | YES |
| **ADVANCES | \$0.00 | \$0.00 | YES | \$0.00 | 20.24\% |  | NO |

## Important Messages

Reward yourself! Your credit card offers rich rewards like travel, gift cards and cash back. Check out all the rewards available to you by visiting the Rewards Center online or call 1-888-229-8864.

ENROLL IN BALANCESHIELD BY CALLING 1-877-694-1285. With BalanceShield, your monthly payment will be paid for up to 12 months in the event of unexpected hardships like unemployment or disability. BalanceShield also cancels the total outstanding balance in the case of loss of life. Coverage costs just $\$ 0.85$ per $\$ 100$ of your monthly statement balance. ENROLL TODAY.

Save time and money by consolidating all your debt into one monthly payment. Check your mail for a great offer or call Cardmember Service today for information on a great rate.

Each time you or a third party on your behalf, pays your bill by personal check, you authorize us to convert that payment into an electronic debit. If the check is processed electronically, the checking account will be debited for the amount on the check and the debit will appear on your account statement. If you have any questions, please contact us at the Inquiries phone number located on this statement.

| 囫 By Telephone: | ? Send Inquiries to: | $\triangle$ Send Payments to: | $\square$ Online |
| :---: | :---: | :---: | :---: |
| Every Hour! Every Day! | Cardmember Service | Cardmember Service | visit our website: |
| Voice: 1-800-558-3424 | P.O. Box 6354 | P.O. Box 790408 | myaccountaccess.com |
| TDD: 1-888-352-6455 | Fargo, ND 58125-6354 | St. Louis, MO 63179-0408 |  |
| Fax: 1-866-616-1750 |  |  |  |

April Statement for activity from Mar. 23, 2011 through Apr. 21, 2011
Inquiries: 1-800-558-3424
NELVA E BRUNSTING ELMER H BRUNSTING

Your Select Rewards Visa® Platinum Card account at a glance
Account: 4037660013896626

| Activity Summary |  |
| :---: | :---: |
| Previous Balance | \$591.10 |
| Payments. | \$0.00 |
| Other Credits | \$0.00 |
| Purchases. | \$1,352.28 |
| Balance Transfers .............. | \$0.00 |
| Advances | \$0.00 |
| Other Debits | \$0.00 |
| Past Due Amount | \$30.00 |
| Fees Charged..................... | \$25.00 |
| Interest Charged.................. | \$11.09 |
| New Balance | \$1,979.47 |
| Credit Line | \$9,900.00 |
| Available Credit | \$7,920.53 |
| Statement Close Date. | Apr. 21, 2011 |
| Days in Billing Cycle ............. | 30 |


| Payment Information |  |  |
| :---: | :---: | :---: |
| New Balance <br> Minimum Payment Due (Current Month) <br> Minimum Payment Due (Past Due) <br> Total New Minimum Payment Due <br> Payment Due Date. |  | $\$ 1,979.47$ $\$ 67.00$ $\$ 30.00$ $\$ 97.00$ May 19,2011 |
| Late Payment Warning: If we do not receive your minimum payment by the date listed above, you may have to pay up to a $\$ 35.00$ Late Fee. |  |  |
| Minimum Payment Warning: If you make only the minimum payment each period, you will pay more in interest and it will take you longer to pay off your balance. For example: |  |  |
| If you make no additional charges using this card and each month you pay... | You will pay off the balance shown on this statement in about.. | And you will end up paying an estimated total of.. |
| Only the minimum payment | 5 years | \$2,458 |
| \$63 | 3 years | $\begin{gathered} \text { \$2,273 } \\ \text { (Savings= \$185) } \end{gathered}$ |
| If you would like information about credit counseling services, call 866-951-1391. |  |  |

To reduce or avoid paying additional fees and interest charges on your purchase balance, pay the total new balance of $\$ 1,979.47$ by 05/19/11. Any cash balance or balance transfer balance will continue to accrue daily interest until the date your payment is received.

Please detach and send coupon with check payable to: Cardmember Service

To change your address or for
Cardmember Service please call:
1-800-558-3424 Every Hour! Every Day!

| Your Account Number: | 4037660013896626 |
| :--- | ---: |
| Total New Balance: | $\$ 1,979.47$ |
| Minimum Payment Due: | $\$ 97.00$ |
| Payment Due Date | Enter Amount of Payment |
| Mayclosed |  |
| May 19, 2011 |  |

0000595921 AT 0.365106481051716957 P
NELVA E BRUNSTING
ELMER H BRUNSTING
13630 PINEROCK LN
HOUSTON TX 77079-5914


## Cardmember Service

P.O. Box 790408

St. Louis, MO 63179-0408


## What To Do If You Think You Find A Mistake On Your Statement

If you think there is an error on your statement, please call us at the telephone number on the front of this statement, or write to us at: Cardmember Service, P.O. Box 6335, Fargo, ND 58125-6335.
In your letter or call, 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. While we investigate whether or not there has been an error, the following are true:

- 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. But, if we determine that we made a mistake, you will not have to pay the amount in question or any interest or other fees related to 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.


## 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 $\$ 50$. (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 usin writing at: Cardmember Service, P.O. Box 6335 , Fargo, ND 58125-6335. 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.

## Important Information Regarding Your Account

1. INTEREST CHARGE: Method of Computing Amount Subject to Interest: We calculate the periodic rate or interest portion of the INTEREST CHARGE by multiplying the applicable Daily Periodic Rate ("DPR") by the Average Daily Balance ("ADB") (including new transactions) of the Purchase, Advance and Balance Transfer categories subject to interest, and then adding together the resulting interest from each category. We determine the ADB separately for the Purchases, Advances and Balance Transfer categories. To get the ADB in each category, we add together the daily balances in those categories for the billing cycle and divide the result by the number of days in the billing cycle. We determine the daily balances each day by taking the beginning balance of those Account categories (including any billed but unpaid interest, fees, credit insurance and other charges), adding any new interest, fees, and charges, and subtracting any payments or credits applied against your Account balances that day. We add a Purchase, Advance or Balance Transfer to the appropriate balances for those categories on the later of the transaction date or the first day of the statement period. Billed but unpaid interest on Purchases, Advances and Balance Transfers is added to the appropriate balances for those categories each month on the statement date. Billed but unpaid Advance Transaction Fees are added to the Advance balance of your Account on the date they are charged to your Account. Any billed but unpaid fees on Purchases, credit insurance charges, and other charges are added to the Purchase balance of the Account on the date they are charged to the Account. Billed but unpaid fees on Balance Transfers are added to the Balance Transfer balance of the Account on the date they are charged to the Account. In other words, billed and unpaid interest, fees, and charges will be included in the ADB of your Account that accrues interest and will reduce the amount of credit available to you. Credit insurance charges are not included in the ADB calculation for Purchases until the first day of the billing cycle following the date the credit insurance premium is charged to the Account. Prior statement balances subject to an interest-free period that have been paid on or before the payment due date in the current billing cycle are not included in the ADB calculation.
2. Payment Information: Make checks payable to Cardmember Service. Use the enclosed return envelope to mail your payment to: Cardmember Service, P.O. Box 790408, St. Louis, MO 63179-0408. All payments by check or money order, in U.S. dollars and accompanied by a payment coupon will be credited to your Account on the day of receipt if received at this address by 5:00 p.m. CST on any banking day. Banking days are all calendar days except Saturday, Sunday, and federal holidays. Other types of mailed payments will be credited to your Account within five banking days of receipt by Cardmember Service.
3. Credit Reporting: We may report information on your Account to Credit Bureaus. Late payments, missed payments or other defaults on your Account may be reflected in your credit report.

April Statement for activity from Mar. 23, 2011 through Apr. 21, 2011
NELVA E BRUNSTING ELMER H BRUNSTING

Inquiries: 1-800-558-3424

## Visa Select Rewards

|  | This Statement | Year to Date |
| :---: | :---: | :---: |
| Description of Activity |  |  |
| Base Reward Points.. | 1,352 | 5,255 |

For rewards program inquiries and redemptions, call 1-888-229-8864 from 8:00 am to 11:00 pm (CST) Monday through Friday, 8:00 am to 9:00 pm (CST) Saturday and Sunday. Automated account information is available 24 hours a day, 7 days a week.

## Transactions

| Post Date | Trans Date | Ref. Nbr | Description of Transaction | Amount |
| :---: | :---: | :---: | :---: | :---: |
| Purchases and Other Debits |  |  |  |  |
| 03/24 | 03/23 | 5052 | WALGREENS \#3328 HOUSTON TX. | \$569.56 |
| 03/28 | 03/25 | 0163 | KUHT - TV 713-7488888 TX. | \$10.00 |
| 03/29 | 03/28 | 4435 | KROGER \#161 HOUSTON TX | \$30.81 |
| 03/30 | 03/28 | 2217 | TACO CABANA \#148 HOUSTON TX. | \$18.35 |
| 04/01 | 03/31 | 0847 | KROGER \#161 HOUSTON TX............................. | \$34.77 |
| 04/04 | 03/31 | 3445 | DENNY'S \#7687 HOUSTON TX | \$6.47 |
| 04/04 | 04/01 | 9936 | VALERO 527 HOUSTON TX. | \$42.68 |
| 04/04 | 03/31 | 7546 | SUBWAY 00375527 HOUSTON TX. | \$8.43 |
| 04/05 | 04/04 | 3652 | JASON'S DELI \# 026 Q64 HOUSTON TX | \$19.21 |
| 04/06 | 04/04 | 6999 | WALGREENS \#3328 HOUSTON TX | \$9.87 |
| 04/07 | 04/06 | 0645 | WALGREENS \#3328 HOUSTON TX | \$86.35 |
| 04/11 | 04/07 | 6026 | ST JUDE MAIN DONATIONS 800-822-6344 TN. | \$20.00 |
| 04/11 | 04/07 | 7611 | CHICK-FIL-A \#00930 HOUSTON TX. | \$11.94 |
| 04/11 | 04/07 | 6796 | KIDS WISH 866-466-82 HOLIDAY FL. | \$25.00 |
| 04/12 | 04/10 | 1261 | TACO CABANA \#148 HOUSTON TX. | \$5.93 |
| 04/13 | 04/12 | 2314 | MEDICAL ALERT C/O AMAC 866-502-2622 NY | \$34.95 |
| 04/14 | 04/13 | 6701 | SOUPER SALAD WESTH HOUSTON TX. | \$14.27 |
| 04/14 | 04/13 | 9941 | KROGER \#161 HOUSTON TX. | \$61.25 |
| 04/15 | 04/14 | 5639 | WALGREENS \#3328 HOUSTON TX. | \$5.00 |
| 04/18 | 04/15 | 1020 | CVS PHARMACY \#5273 Q03 BELLAIRE TX................... | \$45.81 |
| 04/18 | 04/17 | 8426 | SPICY PICKLE HOUSTON HOUSTON TX. | \$21.27 |
| 04/18 | 04/17 | 8955 | KROGER \#161 HOUSTON TX. | \$133.11 |
| 04/19 | 04/17 | 1439 | TACO CABANA \#148 HOUSTON TX. | \$11.88 |
| 04/20 | 04/19 | 0138 | ANY LAB TEST NOW HOUSTON TX | \$59.00 |
| 04/20 | 04/19 | 4743 | HEB \#109 HOUSTON TX. | \$48.02 |
| 04/21 | 04/19 | 2763 | SPICY PICKLE HOUSTON HOUSTON TX. | \$18.35 |
| Fees Charged |  |  |  |  |
| 04/19 | 04/19 |  | LATE FEE - PAYMENT DUE ON 04/19 TOTAL FEES FOR THIS PERIOD. | $\begin{aligned} & \$ 25.00 \\ & \$ 25.00 \end{aligned}$ |
| Interest Charged |  |  |  |  |
| 04/21 |  |  | INTEREST CHARGE <br> TOTAL INTEREST FOR THIS PERIOD $\qquad$ | $\begin{aligned} & \$ 11.09 \\ & \$ 11.09 \end{aligned}$ |


|  | 2011 Totals Year-to-Date |
| :--- | :--- |
| Total Fees Charged in 2011 | $\$ 50.00$ |
| Total Interest Charged in 2011 | $\$ 34.21$ |

April Statement for activity from Mar. 23, 2011 through Apr. 21, 2011
Inquiries: 1-800-558-3424
NELVA E BRUNSTING
ELMER H BRUNSTING

## Interest Charge Calculation

Your Annual Percentage Rate (APR) is the annual interest rate on your account.
**APR for current and future transactions.

| Balance Type | Balance <br> By Type | Bal. Subject to Interest | Variable | Interest | APR | ${ }^{* *} A P R^{* * *}$ <br> Exp. Date | Interest Free Period |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| **BALANCE TRANSFER | \$0.00 | \$0.00 | YES | \$0.00 | 9.24\% |  | NO |
| **PURCHASES | \$1,979.47 | \$1,460.67 | YES | \$11.09 | 9.24\% |  | YES |
| **ADVANCES | \$0.00 | \$0.00 | YES | \$0.00 | 20.24\% |  | NO |

## Important Messages

## *** IMPORTANT CARDMEMBER ALERT ***

We are concerned that we have not heard from you. Is everything OK?
Your credit card PAYMENT HAS NOT BEEN RECEIVED and is late.
We need to hear from you today because your account is currently past due
PLEASE CALL US at 1-866-951-3862 or GO ONLINE to WWW.MYACCOUNTACCESS.COM, login or enroll in Online Account Access to review your payment options.

Reward yourself! Your credit card offers rich rewards like travel, gift cards and cash back. Check out all the rewards available to you by visiting the Rewards Center online or call 1-888-229-8864.

BalanceShield offers Protection from the Unexpected!
Get peace of mind knowing your minimum monthly payment can be paid for up to 12 months in the event of hardships like unemployment or disability.
These and other benefits cost only $\$ 0.85$ per $\$ 100$ of your statement balance each month. ENROLL TODAY BY CALLING 877-694-1285.

Each time you or a third party on your behalf, pays your bill by personal check, you authorize us to convert that payment into an electronic debit. If the check is processed electronically, the checking account will be debited for the amount on the check and the debit will appear on your account statement. If you have any questions, please contact us at the Inquiries phone number located on this statement.


Your Select Rewards Visa® Platinum Card account at a glance
Account: 4037660013896626

| Activity Summary |  |
| :---: | :---: |
| Previous Balance . | \$1,979.47 |
| Payments. | \$0.00 |
| Other Credits | \$0.00 |
| Purchases.. | \$1,676.35 |
| Balance Transfers | \$0.00 |
| Advances. | \$0.00 |
| Other Debits | \$0.00 |
| Past Due Amount | \$97.00 |
| Fees Charged...................... | \$35.00 |
| Interest Charged.................. | \$25.91 |
| New Balance ........................ | \$3,716.73 |
| Credit Line | \$9,900.00 |
| Available Credit ................ | None |
| Statement Close Date........ | May 24, 2011 |
| Days in Billing Cycle .............. | 33 |



To reduce or avoid paying additional fees and interest charges on your purchase balance, pay the total new balance of $\$ 3,716.73$ by 06/19/11. Any cash balance or balance transfer balance will continue to accrue daily interest until the date your payment is received.

Please detach and send coupon with check payable to: Cardmember Service

To change your address or for
Cardmember Service please call:
1-800-558-3424 Every Hour! Every Day!


0000574511 AT 0.365106481095893560 P
NELVA E BRUNSTING
ELMER H BRUNSTING
13630 PINEROCK LN
HOUSTON TX 77079-5914


## Cardmember Service

P.O. Box 790408

St. Louis, MO 63179-0408
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## What To Do If You Think You Find A Mistake On Your Statement

If you think there is an error on your statement, please call us at the telephone number on the front of this statement, or write to us at: Cardmember Service, P.O. Box 6335, Fargo, ND 58125-6335.
In your letter or call, 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. While we investigate whether or not there has been an error, the following are true:

- 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. But, if we determine that we made a mistake, you will not have to pay the amount in question or any interest or other fees related to 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.


## 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 $\$ 50$. (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 usin writing at: Cardmember Service, P.O. Box 6335 , Fargo, ND 58125-6335. 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.

## Important Information Regarding Your Account

1. INTEREST CHARGE: Method of Computing Amount Subject to Interest: We calculate the periodic rate or interest portion of the INTEREST CHARGE by multiplying the applicable Daily Periodic Rate ("DPR") by the Average Daily Balance ("ADB") (including new transactions) of the Purchase, Advance and Balance Transfer categories subject to interest, and then adding together the resulting interest from each category. We determine the ADB separately for the Purchases, Advances and Balance Transfer categories. To get the ADB in each category, we add together the daily balances in those categories for the billing cycle and divide the result by the number of days in the billing cycle. We determine the daily balances each day by taking the beginning balance of those Account categories (including any billed but unpaid interest, fees, credit insurance and other charges), adding any new interest, fees, and charges, and subtracting any payments or credits applied against your Account balances that day. We add a Purchase, Advance or Balance Transfer to the appropriate balances for those categories on the later of the transaction date or the first day of the statement period. Billed but unpaid interest on Purchases, Advances and Balance Transfers is added to the appropriate balances for those categories each month on the statement date. Billed but unpaid Advance Transaction Fees are added to the Advance balance of your Account on the date they are charged to your Account. Any billed but unpaid fees on Purchases, credit insurance charges, and other charges are added to the Purchase balance of the Account on the date they are charged to the Account. Billed but unpaid fees on Balance Transfers are added to the Balance Transfer balance of the Account on the date they are charged to the Account. In other words, billed and unpaid interest, fees, and charges will be included in the ADB of your Account that accrues interest and will reduce the amount of credit available to you. Credit insurance charges are not included in the ADB calculation for Purchases until the first day of the billing cycle following the date the credit insurance premium is charged to the Account. Prior statement balances subject to an interest-free period that have been paid on or before the payment due date in the current billing cycle are not included in the ADB calculation.
2. Payment Information: Make checks payable to Cardmember Service. Use the enclosed return envelope to mail your payment to: Cardmember Service, P.O. Box 790408, St. Louis, MO 63179-0408. All payments by check or money order, in U.S. dollars and accompanied by a payment coupon will be credited to your Account on the day of receipt if received at this address by 5:00 p.m. CST on any banking day. Banking days are all calendar days except Saturday, Sunday, and federal holidays. Payments due over a Saturday, Sunday or federal holiday and received on those days will be credited on the day of receipt. Other types of mailed payments will be processed within five banking days of receipt by Cardmember Service and credited to your Account on the day of receipt.
3. Credit Reporting: We may report information on your Account to Credit Bureaus. Late payments, missed payments or other defaults on your Account may be reflected in your credit report.

May Statement for activity from Apr. 22, 2011 through May 24, 2011
Inquiries: 1-800-558-3424
NELVA E BRUNSTING ELMER H BRUNSTING

| Visa Select Rewards |  |
| :---: | :---: |
|  |  |
|  | Description of Activity |
|  | Base Reward Points. |
|  |  |

No points will be awarded until you bring your account current.

## Transactions

| Post Date | Trans Date | Ref. Nbr | Description of Transaction | Amount |
| :---: | :---: | :---: | :---: | :---: |
| Purchases and Other Debits |  |  |  |  |
| 04/25 | 04/22 | 2457 | WHATABURGER 131 Q26 HOUSTON TX. | \$14.75 |
| 04/25 | 04/22 | 2499 | WHATABURGER 131 Q26 HOUSTON TX......................... | \$2.80 |
| 04/25 | 04/23 | 1804 | WALGREENS \#3328 HOUSTON TX............................. | \$21.00 |
| 04/25 | 04/21 | 0487 | CVS PHARMACY \#8912 HOUSTON TX | \$67.14 |
| 04/26 | 04/25 | 0196 | KUHT - TV 713-7488888 TX.............. | \$10.00 |
| 04/27 | 04/25 | 8771 | CHEVRON 00108123 HOUSTON TX............................................... | \$38.00 |
| 04/28 | 04/26 | 9296 | THE GOLF RANGE ON RICH HOUSTON TX..................... | \$4.00 |
| 04/28 | 04/26 | 2444 | TACO CABANA \#148 HOUSTON TX....... | \$17.93 |
| 04/28 | 04/27 | 4982 | WALGREENS \#3328 HOUSTON TX............................... | \$599.93 |
| 04/29 | 04/28 | 3252 | KROGER \#161 HOUSTON TX. | \$62.85 |
| 05/02 | 04/30 | 3321 | CORNELIUS 303 HOUSTON TX..................................... | \$12.90 |
| 05/02 | 04/30 | 5299 | JASON'S DELI \# 026 Q64 HOUSTON TX.............................. | \$11.77 |
| 05/02 | 04/30 | 4521 | VALERO 527 HOUSTON TX..................................... | \$57.30 |
| 05/02 | 05/01 | 7799 | KROGER \#161 HOUSTON TX...................................... | \$5.81 |
| 05/02 | 04/28 | 1329 | TACO CABANA \#148 HOUSTON TX........................ | \$17.06 |
| 05/02 | 04/28 | 7197 | KFC W150100 31501000 HOUSTON TX | \$10.25 |
| 05/03 | 05/01 | 5750 | DOMINO'S 6658 HOUSTON TX................................... | \$20.00 |
| 05/03 | 05/02 | 5677 | WALGREENS \#3328 HOUSTON TX........................ | \$52.21 |
| 05/05 | 05/04 | 0024 | ANY LAB TEST NOW HOUSTON TX........................ | \$59.00 |
| 05/05 | 05/04 | 4914 | JASON'S DELI \# 026 Q64 HOUSTON TX.............................. | \$17.06 |
| 05/05 | 05/04 | 9133 | WALGREENS \#3328 HOUSTON TX........................ | \$17.58 |
| 05/05 | 05/04 | 6960 | KROGER \#161 HOUSTON TX............................ | \$21.25 |
| 05/06 | 05/04 | 8639 | MCDONALD'S F14136 HOUSTON TX....................... | \$2.05 |
| 05/06 | 05/04 | 9296 | THE GOLF RANGE ON RICH HOUSTON TX | \$8.00 |
| 05/06 | 05/04 | 7582 | SUBWAY 00375527 HOUSTON TX......................... | \$6.50 |
| 05/06 | 05/05 | 2862 | WALGREENS \#3328 HOUSTON TX........................ | \$32.38 |
| 05/09 | 05/07 | 7584 | ST JUDE MAIN DONATIONS 800-822-6344 TN. | \$20.00 |
| 05/10 | 05/08 | 3841 | WHATABURGER 131 Q26 HOUSTON TX. | \$25.43 |
| 05/12 | 05/11 | 5145 | LUBYS CAFE \#0085 Q99 HOUSTON TX... | \$25.93 |
| 05/12 | 05/11 | 5228 | LUBYS CAFE \#0085 Q99 HOUSTON TX...................... | \$3.24 |
| 05/12 | 05/11 | 5301 | WALGREENS \#3328 HOUSTON TX....................... | \$30.86 |
| 05/12 | 05/11 | 1753 | MEDICAL ALERT C/O AMAC 866-502-2622 NY | \$34.95 |
| 05/13 | 05/11 | 0232 | RANDALLS STORE00010660 HOUSTON TX | \$18.38 |
| 05/16 | 05/14 | 8059 | KROGER \#161 HOUSTON TX. | \$24.49 |
| 05/16 | 05/15 | 8259 | SONIC \#4152 HOUSTON TX............................. | \$10.89 |
| 05/19 | 05/17 | 0462 | AU BON PAIN -MEMORIAL HOUSTON TX.................... | \$19.60 |
| 05/19 | 05/18 | 8298 | WALGREENS \#5094 HOUSTON TX | \$47.61 |
| 05/19 | 05/18 | 2086 | KROGER \#161 HOUSTON TX. | \$114.63 |
| 05/20 | 05/18 | 3861 | VALERO 527 HOUSTON TX............................. | \$8.61 |
| 05/20 | 05/18 | 5379 | VALERO 527 HOUSTON TX.............................. | \$56.81 |
| 05/20 | 05/18 | 9988 | SUBWAY 00375527 HOUSTON TX. | \$6.82 |
| 05/23 | 05/19 | 3621 | CAFE EXPRESS \#11105 HOUSTON TX. | \$18.80 |
| 05/23 | 05/20 | 5392 | WALGREENS \#3328 HOUSTON TX. | \$19.78 |
| Fees Charged |  |  |  |  |
| 05/19 | 05/19 |  | LATE FEE - PAYMENT DUE ON 05/19 $\qquad$ <br> TOTAL FEES FOR THIS PERIOD. | $\begin{aligned} & \$ 35.00 \\ & \$ 35.00 \end{aligned}$ |

May Statement for activity from Apr. 22, 2011 through May 24, 2011
NELVA E BRUNSTING ELMER H BRUNSTING

## Transactions

| Post Date | Trans Date | Ref. Nbr | Description of Transaction | Amount |
| :---: | :---: | :---: | :---: | :---: |
| Interest Charged |  |  |  |  |
| 05/24 |  |  | INTEREST CHARGE <br> TOTAL INTEREST FOR THIS PERIOD. | $\begin{aligned} & \$ 25.91 \\ & \$ 25.91 \end{aligned}$ |


| 2011 Totals Year-to-Date |  |
| :---: | :---: |
| Total Fees Charged in 2011 | \$85.00 |
| Total Interest Charged in 2011 | \$60.12 |

## Interest Charge Calculation

Your Annual Percentage Rate (APR) is the annual interest rate on your account.
**APR for current and future transactions.

| Balance Type | Balance By Type | $\begin{gathered} \text { Balance } \\ \text { Subject } \\ \text { to Interest } \end{gathered}$ | Variable | Interest | Annual Percentage Rate | Expires with <br> Statement | Interest Free Period |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| **BALANCE TRANSFER | \$0.00 | \$0.00 | YES | \$0.00 | 9.24\% |  | NO |
| **PURCHASES | \$3,716.73 | \$3,101.59 | YES | \$25.91 | 9.24\% |  | YES |
| **ADVANCES | \$0.00 | \$0.00 | YES | \$0.00 | 20.24\% |  | NO |

*** WE ARE HERE TO HELP ***
Your account is past due. Do you need our help? We understand that you
may be feeling the effects of the current economic challenges, and want you to know that we have NEW PAYMENT RELIEF PROGRAMS available to help. PLEASE CALL US at 1-866-951-3862 or GO ONLINE to WWW.MYACCOUNTACCESS.COM and login or enroll in Online Account Access to review your new options.

ENROLL IN BALANCESHIELD BY CALLING 1-877-694-1285. With BalanceShield, your monthly payment will be paid for up to 12 months in the event of unexpected hardships like unemployment or disability. BalanceShield also cancels the total outstanding balance in the case of loss of life. Coverage costs just $\$ 0.85$ per $\$ 100$ of your monthly statement balance. ENROLL TODAY.

Each time you or a third party on your behalf, pays your bill by personal check, you authorize us to convert that payment into an electronic debit. If the check is processed electronically, the checking account will be debited for the amount on the check and the debit will appear on your account statement. If you have any questions, please contact us at the Inquiries phone number located on this statement.

## To contact us regarding your account... 4037660013896626

| 田 By Telephone: | $?$ Send Inquiries to: |
| :--- | :--- |
| Every Hour! Every Day! | Cardmember Service <br> Voice: $1-800-558-3424$ |
| TDD: $1-888-352-6455$ | Fargo, ND 6354 |
| Fax: $1-88125-6354$ |  |

$\Delta$ Send Payments to:
Cardmember Service
P.O. Box 790408

St. Louis, MO 63179-0408
visit our website: myaccountaccess.com

June Statement for activity from May 25, 2011 through Jun. 22, 2011
Inquiries: 1-800-558-3424
NELVA E BRUNSTING ELMER H BRUNSTING

Your Select Rewards Visa® Platinum Card account at a glance
Account: 4037660013896626

| Activity Summary |  |
| :---: | :---: |
| Previous Balance . | \$3,716.73 |
| Payments. | \$3,911.73CR |
| Other Credits | \$0.00 |
| Purchases. | \$305.94 |
| Balance Transfers | \$0.00 |
| Advances. | \$0.00 |
| Other Debits | \$0.00 |
| Past Due Amount | \$0.00 |
| Fees Charged...................... | \$65.00 |
| Interest Charged.................. | \$0.47cR |
| New Balance ........................ | \$175.47 |
| Credit Line | \$9,900.00 |
| Available Credit | \$9,724.53 |
| Statement Close Date | Jun. 22, 2011 |
| Days in Billing Cycle ............ | 29 |



To reduce or avoid paying additional fees and interest charges on your purchase balance, pay the total new balance of $\$ 175.47$ by 07/19/11. Any cash balance or balance transfer balance will continue to accrue daily interest until the date your payment is received.

Please detach and send coupon with check payable to: Cardmember Service


To change your address or for
Cardmember Service please call:
1-800-558-3424 Every Hour! Every Day!


0001132941 AB 0.368106481135938865 P
NELVA E BRUNSTING
ELMER H BRUNSTING
203 BLOOMINGDALE CIR
VICTORIA TX 77904-3049

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## Cardmember Service

P.O. Box 790408

St. Louis, MO 63179-0408
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## What To Do If You Think You Find A Mistake On Your Statement

If you think there is an error on your statement, please call us at the telephone number on the front of this statement, or write to us at: Cardmember Service, P.O. Box 6335, Fargo, ND 58125-6335.
In your letter or call, 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. While we investigate whether or not there has been an error, the following are true:

- 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. But, if we determine that we made a mistake, you will not have to pay the amount in question or any interest or other fees related to 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.


## 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 $\$ 50$. (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 usin writing at: Cardmember Service, P.O. Box 6335 , Fargo, ND 58125-6335. 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.

## Important Information Regarding Your Account

1. INTEREST CHARGE: Method of Computing Amount Subject to Interest: We calculate the periodic rate or interest portion of the INTEREST CHARGE by multiplying the applicable Daily Periodic Rate ("DPR") by the Average Daily Balance ("ADB") (including new transactions) of the Purchase, Advance and Balance Transfer categories subject to interest, and then adding together the resulting interest from each category. We determine the ADB separately for the Purchases, Advances and Balance Transfer categories. To get the ADB in each category, we add together the daily balances in those categories for the billing cycle and divide the result by the number of days in the billing cycle. We determine the daily balances each day by taking the beginning balance of those Account categories (including any billed but unpaid interest, fees, credit insurance and other charges), adding any new interest, fees, and charges, and subtracting any payments or credits applied against your Account balances that day. We add a Purchase, Advance or Balance Transfer to the appropriate balances for those categories on the later of the transaction date or the first day of the statement period. Billed but unpaid interest on Purchases, Advances and Balance Transfers is added to the appropriate balances for those categories each month on the statement date. Billed but unpaid Advance Transaction Fees are added to the Advance balance of your Account on the date they are charged to your Account. Any billed but unpaid fees on Purchases, credit insurance charges, and other charges are added to the Purchase balance of the Account on the date they are charged to the Account. Billed but unpaid fees on Balance Transfers are added to the Balance Transfer balance of the Account on the date they are charged to the Account. In other words, billed and unpaid interest, fees, and charges will be included in the ADB of your Account that accrues interest and will reduce the amount of credit available to you. Credit insurance charges are not included in the ADB calculation for Purchases until the first day of the billing cycle following the date the credit insurance premium is charged to the Account. Prior statement balances subject to an interest-free period that have been paid on or before the payment due date in the current billing cycle are not included in the ADB calculation.
2. Payment Information: Make checks payable to Cardmember Service. Use the enclosed return envelope to mail your payment to: Cardmember Service, P.O. Box 790408, St. Louis, MO 63179-0408. All payments by check or money order, in U.S. dollars and accompanied by a payment coupon will be credited to your Account on the day of receipt if received at this address by 5:00 p.m. CST on any banking day. Banking days are all calendar days except Saturday, Sunday, and federal holidays. Payments due over a Saturday, Sunday or federal holiday and received on those days will be credited on the day of receipt. Other types of mailed payments will be processed within five banking days of receipt by Cardmember Service and credited to your Account on the day of receipt.
3. Credit Reporting: We may report information on your Account to Credit Bureaus. Late payments, missed payments or other defaults on your Account may be reflected in your credit report.

Visa Select Rewards


For rewards program inquiries and redemptions, call 1-888-229-8864 from 8:00 am to 11:00 pm (CST) Monday through Friday, 8:00 am to 9:00 pm (CST) Saturday and Sunday. Automated account information is available 24 hours a day, 7 days a week.

## Transactions

| Post Date | Trans Date | Ref. Nbr | Description of Transaction | Amount |
| :---: | :---: | :---: | :---: | :---: |
| Payments and Other Credits |  |  |  |  |
| 05/25 | 05/24 | 0069 | PAYMENT THANK YOU. | \$1,852.24CR |
| 05/26 | 05/26 | ET | PAYMENT THANK YOU. | \$1,864.49CR |
| 06/17 | 06/17 | 0000 | PAYMENT THANK YOU. | \$195.00CR |
| Purchases and Other Debits |  |  |  |  |
| 05/26 | 05/24 | 1939 | TACO CABANA \#148 HOUSTON TX. | \$11.55 |
| 05/26 | 05/24 | 0250 | RANDALLS STORE00010660 HOUSTON TX ................. | \$25.17 |
| 05/26 | 05/25 | 0178 | KUHT - TV 713-7488888 TX. | \$10.00 |
| 05/27 | 05/26 | 2237 | JASON'S DELI \# 026 Q64 HOUSTON TX | \$10.35 |
| 05/31 | 05/30 | 4834 | WALGREENS \#3328 HOUSTON TX. | \$5.00 |
| 05/31 | 05/30 | 1458 | KROGER \#161 HOUSTON TX.. | \$12.98 |
| 06/01 | 05/30 | 0289 | RANDALLS STORE00010660 HOUSTON TX ...... | \$22.26 |
| 06/02 | 05/31 | 3510 | WALGREENS \#5094 HOUSTON TX................... | \$36.78 |
| 06/02 | 05/31 | 6850 | CAFE EXPRESS \#11105 HOUSTON TX | \$20.21 |
| 06/02 | 06/01 | 8721 | TX MED CTR-G2 GARAGE HOUSTON TX... | \$3.00 |
| 06/03 | 06/01 | 0117 | RANDALLS STORE00010132 HOUSTON TX ...... | \$5.58 |
| 06/03 | 06/02 | 3764 | WALGREENS \#3328 HOUSTON TX. | \$42.43 |
| 06/06 | 06/02 | 0915 | THE HOME DEPOT \#6985 HOUSTON TX. | \$21.59 |
| 06/06 | 06/02 | 9466 | SUBWAY 00375527 HOUSTON TX.. | \$7.58 |
| 06/08 | 06/06 | 2427 | WHATABURGER 138 Q26 HOUSTON TX. | \$5.93 |
| 06/13 | 06/09 | 1676 | MHMC-CAFETERIA HOUSTON TX. | \$6.58 |
| 06/14 | 06/13 | 0615 | MEDICAL ALERT C/O AMAC 866-502-2622 NY | \$34.95 |
| 06/20 | 06/19 | 0103 | QUIZNOS SUB \#1043 HOUSTON TX. | \$24.00 |
| Fees Charged |  |  |  |  |
| 06/02 |  |  | COPY REQUEST FEE. <br> TOTAL FEES FOR THIS PERIOD. | $\begin{aligned} & \$ 65.00 \\ & \$ 65.00 \end{aligned}$ |
| Interest Charged |  |  |  |  |
| 05/26 |  |  | INTEREST REVERSAL <br> TOTAL INTEREST FOR THIS PERIOD. | $\begin{aligned} & \$ 0.47 \mathrm{CR} \\ & \$ 0.47 \mathrm{CR} \end{aligned}$ |


| 2011 Totals Year-to-Date |  |
| :---: | :---: |
| Total Fees Charged in 2011 | \$150.00 |
| Total Interest Charged in 2011 | \$59.65 |

## Interest Charge Calculation

Your Annual Percentage Rate (APR) is the annual interest rate on your account.
**APR for current and future transactions.

| Balance Type | Balance <br> By Type | Balance Subject to Interest | Variable | Interest | Annual Percentage Rate | Expires with Statement | Interest Free Period |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| *BALANCE TRANSFER | \$0.00 | \$0.00 | YES | \$0.00 | 9.24\% |  | NO |
| **PURCHASES | \$175.47 | \$0.00 | YES | \$0.00 | 9.24\% |  | YES |
| **ADVANCES | \$0.00 | \$0.00 | YES | \$0.00 | 20.24\% |  | NO |

## Important Messages

Reward yourself! Your credit card offers rich rewards like travel, gift cards and cash back. Check out all the rewards available to you by visiting the Rewards Center online or call 1-888-229-8864.

BalanceShield offers Protection from the Unexpected!
Get peace of mind knowing your minimum monthly payment can be paid for up to 12 months in the event of hardships like unemployment or disability.
These and other benefits cost only $\$ 0.85$ per $\$ 100$ of your statement balance each month. ENROLL TODAY BY CALLING 877-694-1285.

Each time you or a third party on your behalf, pays your bill by personal check, you authorize us to convert that payment into an electronic debit. If the check is processed electronically, the checking account will be debited for the amount on the check and the debit will appear on your account statement. If you have any questions, please contact us at the Inquiries phone number located on this statement.

## To contact us regarding your account... 4037660013896626

궆 By Telephone:
Every Hour! Every Day!
Voice: 1-800-558-3424
TDD: 1-888-352-6455
Fax: 1-866-616-1750

Send Inquiries to:
Cardmember Service
P.O. Box 6354

Fargo, ND 58125-6354Send Payments to:
Cardmember Service
P.O. Box 790408

St. Louis, MO 63179-0408

## Online

visit our website: myaccountaccess.com

July Statement for activity from Jun. 23, 2011 through Jul. 22, 2011 NELVA E BRUNSTING ELMER H BRUNSTING

Your Select Rewards Visa® Platinum Card account at a glance
Account: 4037660013896626

| Activity Summary |  |
| :---: | :---: |
| Previous Balance | \$175.47 |
| Payments.. | \$175.47CR |
| Other Credits | \$0.00 |
| Purchases. | \$1,172.08 |
| Balance Transfers | \$0.00 |
| Advances. | \$0.00 |
| Other Debits | \$0.00 |
| Past Due Amount | \$0.00 |
| Fees Charged... | \$0.00 |
| Interest Charged.................. | \$0.00 |
| New Balance | \$1,172.08 |
| Credit Line | \$9,900.00 |
| Available Credit | \$8,727.92 |
| Statement Close Date. | Jul. 22, 2011 |
| Days in Billing Cycle ............ | 30 |



To reduce or avoid paying additional fees and interest charges on your purchase balance, pay the total new balance of $\$ 1,172.08$ by 08/19/11. Any cash balance or balance transfer balance will continue to accrue daily interest until the date your payment is received.

Please detach and send coupon with check payable to: Cardmember Service


To change your address or for
Cardmember Service please call:
1-800-558-3424 Every Hour! Every Day!

| Your Account Number: | 4037660013896626 |
| :--- | ---: |
| Total New Balance: | $\$ 1,172.08$ |
| Minimum Payment Due: | $\$ 30.00$ |
| Payment Due Date | Enter Amount of Payment |
|  | Enclosed |
| Aug. 19, 2011 |  |

0001122561 AB 0.368106481178122643 P
NELVA E BRUNSTING
ELMER H BRUNSTING
203 BLOOMINGDALE CIR
VICTORIA TX 77904-3049


## Cardmember Service

P.O. Box 790408

St. Louis, MO 63179-0408


## What To Do If You Think You Find A Mistake On Your Statement

If you think there is an error on your statement, please call us at the telephone number on the front of this statement, or write to us at: Cardmember Service, P.O. Box 6335, Fargo, ND 58125-6335.
In your letter or call, 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. While we investigate whether or not there has been an error, the following are true:

- 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. But, if we determine that we made a mistake, you will not have to pay the amount in question or any interest or other fees related to 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.


## 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 $\$ 50$. (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 usin writing at: Cardmember Service, P.O. Box 6335 , Fargo, ND 58125-6335. 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.

## Important Information Regarding Your Account

1. INTEREST CHARGE: Method of Computing Amount Subject to Interest: We calculate the periodic rate or interest portion of the INTEREST CHARGE by multiplying the applicable Daily Periodic Rate ("DPR") by the Average Daily Balance ("ADB") (including new transactions) of the Purchase, Advance and Balance Transfer categories subject to interest, and then adding together the resulting interest from each category. We determine the ADB separately for the Purchases, Advances and Balance Transfer categories. To get the ADB in each category, we add together the daily balances in those categories for the billing cycle and divide the result by the number of days in the billing cycle. We determine the daily balances each day by taking the beginning balance of those Account categories (including any billed but unpaid interest, fees, credit insurance and other charges), adding any new interest, fees, and charges, and subtracting any payments or credits applied against your Account balances that day. We add a Purchase, Advance or Balance Transfer to the appropriate balances for those categories on the later of the transaction date or the first day of the statement period. Billed but unpaid interest on Purchases, Advances and Balance Transfers is added to the appropriate balances for those categories each month on the statement date. Billed but unpaid Advance Transaction Fees are added to the Advance balance of your Account on the date they are charged to your Account. Any billed but unpaid fees on Purchases, credit insurance charges, and other charges are added to the Purchase balance of the Account on the date they are charged to the Account. Billed but unpaid fees on Balance Transfers are added to the Balance Transfer balance of the Account on the date they are charged to the Account. In other words, billed and unpaid interest, fees, and charges will be included in the ADB of your Account that accrues interest and will reduce the amount of credit available to you. Credit insurance charges are not included in the ADB calculation for Purchases until the first day of the billing cycle following the date the credit insurance premium is charged to the Account. Prior statement balances subject to an interest-free period that have been paid on or before the payment due date in the current billing cycle are not included in the ADB calculation.
2. Payment Information: Make checks payable to Cardmember Service. Use the enclosed return envelope to mail your payment to: Cardmember Service, P.O. Box 790408, St. Louis, MO 63179-0408. All payments by check or money order, in U.S. dollars and accompanied by a payment coupon will be credited to your Account on the day of receipt if received at this address by 5:00 p.m. CST on any banking day. Banking days are all calendar days except Saturday, Sunday, and federal holidays. Payments due over a Saturday, Sunday or federal holiday and received on those days will be credited on the day of receipt. Other types of mailed payments will be processed within five banking days of receipt by Cardmember Service and credited to your Account on the day of receipt.
3. Credit Reporting: We may report information on your Account to Credit Bureaus. Late payments, missed payments or other defaults on your Account may be reflected in your credit report.

July Statement for activity from Jun. 23, 2011 through Jul. 22, 2011
Inquiries: 1-800-558-3424
NELVA E BRUNSTING ELMER H BRUNSTING

Visa Select Rewards


For rewards program inquiries and redemptions, call 1-888-229-8864 from 8:00 am to 11:00 pm (CST) Monday through Friday, 8:00 am to 9:00 pm (CST) Saturday and' Sunday. Automated account information is available 24 hours a day, 7 days a week.

## Transactions

| Post Date | Trans Date | Ref. Nbr | Description of Transaction | Amount |
| :---: | :---: | :---: | :---: | :---: |
| Payments and Other Credits |  |  |  |  |
| 07/15 | 07/15 | URE | PAYMENT THANK YOU. | \$175.47CR |
| C P Purchases and Other Debits |  |  |  |  |
| 06/23 | 06/21 | 6665 | CHICK-FIL-A \#00943 KATY TX. | \$8.34 |
| 06/24 | 06/23 | 2300 | JASON'S DELI \# 046 Q64 KATY TX. | \$3.24 |
| 06/27 | 06/25 | 1182 | WALGREENS \#3328 HOUSTON TX............................... | \$28.60 |
| 06/27 | 06/25 | 1332 | RANDALLS STORE00010660 HOUSTON TX .................... | \$113.15 |
| 06/30 | 06/28 | 7240 | MCDONALD'S F14136 HOUSTON TX........................... | \$9.18 |
| 06/30 | 06/29 | 4891 | JASON'S DELI \# 026 Q64 HOUSTON TX. | \$12.31 |
| 06/30 | 06/29 | 3170 | KROGER \#161 HOUSTON TX. | \$14.90 |
| 07/01 | 06/29 | 7046 | HEDWIG VILLAGE CITGO HOUSTON TX. | \$10.00 |
| 07/01 | 06/30 | 5150 | KROGER \#161 HOUSTON TX........ | \$29.33 |
| 07/05 | 07/04 | 8293 | WALGREENS \#3328 HOUSTON TX | \$527.99 |
| 07/07 | 07/05 | 5020 | KROGER \#161 HOUSTON TX..... | \$12.39 |
| 07/07 | 07/05 | 1995 | TACO CABANA \#148 HOUSTON TX. | \$10.70 |
| 07/08 | 07/06 | 4454 | JASON'S DELI \# 026 Q64 HOUSTON TX | \$6.37 |
| 07/08 | 07/06 | 8151 | SUBWAY 00375527 HOUSTON TX.. | \$8.98 |
| 07/08 | 07/06 | 3296 | CVSPHARMACY \#7486 Q03 HOUSTON TX | \$27.25 |
| 07/08 | 07/07 | 9024 | LUBYS CAFE \#0085 Q99 HOUSTON TX...... | \$8.65 |
| 07/08 | 07/07 | 8045 | KROGER \#161 HOUSTON TX. | \$3.90 |
| 07/11 | 07/08 | 0047 | ALL PRO EYEGLASS REPAI HOUSTON TX. | \$48.00 |
| 07/13 | 07/11 | 1997 | MHMC-CAFETERIA HOUSTON TX. | \$6.03 |
| 07/13 | 07/12 | 9542 | MEDICAL ALERT C/O AMAC 866-502-2622 NY ...................... | \$34.95 |
| 07/14 | 07/12 | 5362 | CHEVRON 00200423 HOUSTON TX...... | \$20.00 |
| 07/18 | 07/16 | 8635 | WALGREENS \#3328 HOUSTON TX | \$60.36 |
| 07/18 | 07/16 | 0276 | RANDALLS STORE00010660 HOUSTON TX | \$84.33 |
| 07/18 | 07/14 | 0753 | MHMC-CAFETERIA HOUSTON TX........................ | \$6.67 |
| 07/20 | 07/19 | 1168 | HEB \#471 HOUSTON TX. | \$15.13 |
| 07/20 | 07/19 | 8373 | WALGREENS \#5094 HOUSTON TX | \$57.00 |
| 07/21 | 07/19 | 8478 | SUBWAY 00375527 HOUSTON TX... | \$4.33 |


| 2011 Totals Year-to-Date |  |
| :---: | :---: |
| Total Fees Charged in 2011 | \$150.00 |
| Total Interest Charged in 2011 | \$59.65 |

## Interest Charge Calculation

Your Annual Percentage Rate (APR) is the annual interest rate on your account.
**APR for current and future transactions.

| Balance Type | Balance <br> By Type | Balance Subject to Interest | Variable | Interest | Annual Percentage Rate | Expires with Statement | Interest Free Period |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| **BALANCE TRANSFER | \$0.00 | \$0.00 | YES | \$0.00 | 9.24\% |  | NO |
| **PURCHASES | \$1,172.08 | \$0.00 | YES | \$0.00 | 9.24\% |  | YES |
| **ADVANCES | \$0.00 | \$0.00 | YES | \$0.00 | 20.24\% |  | NO |

## Important Messages

Reward yourself! Your credit card offers rich rewards like travel, gift cards and cash back. Check out all the rewards available to you by visiting the Rewards Center online or call 1-888-229-8864.

ENROLL IN BALANCESHIELD BY CALLING 1-877-694-1285. With BalanceShield, your monthly payment will be paid for up to 12 months in the event of unexpected hardships like unemployment or disability. BalanceShield also cancels the total outstanding balance in the case of loss of life. Coverage costs just $\$ 0.85$ per $\$ 100$ of your monthly statement balance. ENROLL TODAY.

Each time you or a third party on your behalf, pays your bill by personal check, you authorize us to convert that payment into an electronic debit. If the check is processed electronically, the checking account will be debited for the amount on the check and the debit will appear on your account statement. If you have any questions, please contact us at the Inquiries phone number located on this statement.

## To contact us regarding your account... 4037660013896626

| By Telephone: | $?$ Send Inquiries to: | $\Delta$ Send Payments to: |
| :--- | :--- | :--- |
| Every Hour! Every Day! | Cardmember Service | Cardmember Service |
| Voice: 1-800-558-3424 | P.O. Box 6354 | P.O. Box 790408 |
| TDD: 1-888-352-6455 | Fargo, ND 58125-6354 | St. Louis, MO 63179-0408 |
| Fax: $1-866-616-1750$ |  |  | <br> visit our website: <br> myaccountaccess.com

}

Your Select Rewards Visa® Platinum Card account at a glance
Account: 4037660013896626

| Activity Summary |  |
| :---: | :---: |
| Previous Balance | \$1,172.08 |
| Payments. | \$1,172.08CR |
| Other Credits ........................ | \$0.00 |
| Purchases. | \$790.04 |
| Balance Transfers | \$0.00 |
| Advances | \$0.00 |
| Other Debits | \$0.00 |
| Past Due Amount | \$0.00 |
| Fees Charged...................... | \$0.00 |
| Interest Charged.................. | \$0.00 |
| New Balance ........................ | \$790.04 |
| Credit Line | \$9,900.00 |
| Available Credit .................... | \$9,109.96 |
| Statement Close Date............ | Aug. 23, 2011 |
| Days in Billing Cycle .............. | 32 |



To reduce or avoid paying additional fees and interest charges on your purchase balance, pay the total new balance of $\$ 790.04$ by $09 / 19 / 11$. Any cash balance or balance transfer balance will continue to accrue daily interest until the date your payment is received

To change your address or for
Cardmember Service please call:
1-800-558-3424 Every Hour! Every Day!

0000037951 SP 106481221470138 E
NELVA E BRUNSTING
ELMER H BRUNSTING
203 BLOOMINGDALE CIR
VICTORIA TX 77904-3049


| Your Account Number: | 4037660013896626 |
| :--- | ---: |
| Total New Balance: | $\$ 790.04$ |
| Minimum Payment Due: | $\$ 30.00$ |
| Payment Due Date | Enter Amount or Payment Enclosed |
| Sep. 19, 2011 |  |

## Cardmember Service

P.O. Box 790408

St. Louis, MO 63179-0408


## What To Do If You Think You Find A Mistake On Your Statement

If you think there is an error on your statement, please call us at the telephone number on the front of this statement, or write to us at: Cardmember Service, P.O. Box 6335, Fargo, ND 58125-6335.
In your letter or call, 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. While we investigate whether or not there has been an error, the following are true:

- 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. But, if we determine that we made a mistake, you will not have to pay the amount in question or any interest or other fees related to 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.


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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 $\$ 50$. (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 usin writing at: Cardmember Service, P.O. Box 6335 , Fargo, ND 58125-6335. 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.

## Important Information Regarding Your Account

1. INTEREST CHARGE: Method of Computing Amount Subject to Interest: We calculate the periodic rate or interest portion of the INTEREST CHARGE by multiplying the applicable Daily Periodic Rate ("DPR") by the Average Daily Balance ("ADB") (including new transactions) of the Purchase, Advance and Balance Transfer categories subject to interest, and then adding together the resulting interest from each category. We determine the ADB separately for the Purchases, Advances and Balance Transfer categories. To get the ADB in each category, we add together the daily balances in those categories for the billing cycle and divide the result by the number of days in the billing cycle. We determine the daily balances each day by taking the beginning balance of those Account categories (including any billed but unpaid interest, fees, credit insurance and other charges), adding any new interest, fees, and charges, and subtracting any payments or credits applied against your Account balances that day. We add a Purchase, Advance or Balance Transfer to the appropriate balances for those categories on the later of the transaction date or the first day of the statement period. Billed but unpaid interest on Purchases, Advances and Balance Transfers is added to the appropriate balances for those categories each month on the statement date. Billed but unpaid Advance Transaction Fees are added to the Advance balance of your Account on the date they are charged to your Account. Any billed but unpaid fees on Purchases, credit insurance charges, and other charges are added to the Purchase balance of the Account on the date they are charged to the Account. Billed but unpaid fees on Balance Transfers are added to the Balance Transfer balance of the Account on the date they are charged to the Account. In other words, billed and unpaid interest, fees, and charges will be included in the ADB of your Account that accrues interest and will reduce the amount of credit available to you. Credit insurance charges are not included in the ADB calculation for Purchases until the first day of the billing cycle following the date the credit insurance premium is charged to the Account. Prior statement balances subject to an interest-free period that have been paid on or before the payment due date in the current billing cycle are not included in the ADB calculation.
2. Payment Information: Make checks payable to Cardmember Service. Use the enclosed return envelope to mail your payment to: Cardmember Service, P.O. Box 790408, St. Louis, MO 63179-0408. All payments by check or money order, in U.S. dollars and accompanied by a payment coupon will be credited to your Account on the day of receipt if received at this address by 5:00 p.m. CST on any banking day. Banking days are all calendar days except Saturday, Sunday, and federal holidays. Payments due over a Saturday, Sunday or federal holiday and received on those days will be credited on the day of receipt. Other types of mailed payments will be processed within five banking days of receipt by Cardmember Service and credited to your Account on the day of receipt.
3. Credit Reporting: We may report information on your Account to Credit Bureaus. Late payments, missed payments or other defaults on your Account may be reflected in your credit report.

August Statement for activity from Jul. 23, 2011 through Aug. 23, 2011
Inquiries: 1-800-558-3424
NELVA E BRUNSTING ELMER H BRUNSTING

Visa Select Rewards

|  |  | This Statement | Year to Date |
| :---: | :---: | :---: | :---: |
| Description of Activity |  |  |  |
| Base Reward Points. |  | 790 | 7,523 |
|  | Total .... | 790 | 7,523 |

For rewards program inquiries and redemptions, call 1-888-229-8864 from 8:00 am to 11:00 pm (CST) Monday through Friday, 8:00 am to 9:00 pm (CST) Saturday and' Sunday. Automated account information is available 24 hours a day, 7 days a week.

## Transactions

| Post | Trans <br> Date | Ref. <br> Nbr |
| :--- | :--- | :--- |

08/15 08/15 UR

## Description of Transaction

Payments and Other Credits
08/15 08/15 UR
PAYMENT THANK YOU.
\$1,172.08CR
Purchases and Other Debits

| 07/25 | 07/23 | 5165 | KROGER \#161 H | HOUSTON TX............................. | \$32.53 |
| :---: | :---: | :---: | :---: | :---: | :---: |
| 07/28 | 07/27 | 1079 | KROGER \#161 Holy | HOUSTON TX. | \$42.63 |
| 07/29 | 07/27 | 8675 | VALERO 527 HO | HOUSTON TX. | \$10.00 |
| 07/29 | 07/27 | 2666 | TACO CABANA \#148 | HOUSTON TX. | \$13.27 |
| 08/01 | 07/30 | 0277 | KROGER \#161 H | HOUSTON TX. | \$53.41 |
| 08/01 | 07/31 | 1408 | KROGER \#161 Ho | HOUSTON TX. | \$9.66 |
| 08/02 | 08/01 | 9966 | KROGER \#161 H | HOUSTON TX | \$5.81 |
| 08/02 | 08/01 | 0022 | KROGER \#161 Hold | HOUSTON TX | \$18.38 |
| 08/03 | 08/01 | 0587 | JAMES CONEY ISLAND | \#D 02 HOUSTON TX | \$12.83 |
| 08/04 | 08/02 | 5012 | VALERO 527 HO | HOUSTON TX... | \$35.00 |
| 08/04 | 08/03 | 4904 | HEB \#109 HOU | USTON TX... | \$5.01 |
| 08/04 | 08/03 | 9356 | WALGREENS \#3328 | HOUSTON TX | \$2.50 |
| 08/05 | 08/03 | 7141 | SUBWAY 0037552 | 27 HOUSTON TX. | \$6.82 |
| 08/05 | 08/03 | 3941 | BASKIN \#360461 Q3 | 35 HOUSTON TX | \$8.21 |
| 08/05 | 08/03 | 0275 | RANDALLS STORE000 | 010660 HOUSTON TX | \$36.68 |
| 08/05 | 08/04 | 4792 | WALGREENS \#5094 | HOUSTON TX...... | \$21.63 |
| 08/08 | 08/05 | 1458 | RANDALLS STORE000 | 010660 HOUSTON TX | \$46.84 |
| 08/08 | 08/05 | 1179 | WALGREENS \#3328 | HOUSTON TX. | \$55.25 |
| 08/10 | 08/08 | 6011 | WHATABURGER 138 | Q26 HOUSTON TX | \$9.16 |
| 08/11 | 08/10 | 7676 | KROGER \#161 Hold | HOUSTON TX. | \$89.60 |
| 08/12 | 08/10 | 1132 | SUBWAY 00467548 | 48 HOUSTON TX.................................. | \$12.23 |
| 08/12 | 08/11 | 9029 | MEDICAL ALERT C/O | AMAC 866-502-2622 NY .................. | \$34.95 |
| 08/12 | 08/11 | 6241 | WALGREENS \#3328 | HOUSTON TX........................... | \$26.00 |
| 08/15 | 08/11 | 9214 | KROGER \#161 H | HOUSTON TX... | \$22.79 |
| 08/17 | 08/16 | 0201 | QUIZNOS SUB \#1043 | HOUSTON TX. | \$13.93 |
| 08/18 | 08/16 | 2308 | TACO CABANA \#148 | HOUSTON TX. | \$10.58 |
| 08/18 | 08/17 | 2250 | KROGER \#161 H | HOUSTON TX.. | \$36.45 |
| 08/19 | 08/17 | 0751 | BASKIN \#360461 Q3 | 35 HOUSTON TX. | \$5.61 |
| 08/22 | 08/19 | 3954 | CHEVRON 00108123 | HOUSTON TX | \$30.00 |
| 08/22 | 08/20 | 2173 | KROGER \#161 H | HOUSTON TX. | \$28.03 |
| 08/22 | 08/21 | 3622 | KROGER \#161 H | HOUSTON TX. | \$19.53 |
| 08/23 | 08/22 | 5640 | WALGREENS \#3328 | HOUSTON TX. | \$14.73 |
| 08/23 | 08/22 | 0292 | MISTER CAR WASH 3 | 3 HOUSTON TX. | \$19.99 |


|  | 2011 Totals Year-to-Date, |
| :--- | :--- |
| Total Fees Charged in 2011 | $\$ 150.00$ |
| Total Interest Charged in 2011 | $\$ 59.65$ |

August Statement for activity from Jul. 23, 2011 through Aug. 23, 2011
Inquiries: 1-800-558-3424
NELVA E BRUNSTING

## Interest Charge Calculation

Your Annual Percentage Rate (APR) is the annual interest rate on your account.
**APR for current and future transactions.

| Balance Type | Balance By Type | Balance Subject to Interest | Variable | Interest | Annual Percentage Rate | Expires with Statement | Interest Free Period |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| **BALANCE TRANSFER | \$0.00 | \$0.00 | YES | \$0.00 | 9.24\% |  | NO |
| **PURCHASES | \$790.04 | \$0.00 | YES | \$0.00 | 9.24\% |  | YES |
| **ADVANCES | \$0.00 | \$0.00 | YES | \$0.00 | 20.24\% |  | NO |

## Important Messages

Reward yourself! Your credit card offers rich rewards like travel, gift cards and cash back. Check out all the rewards available to you by visiting the Rewards Center online or call 1-888-229-8864.

BalanceShield offers Protection from the Unexpected!
Get peace of mind knowing your minimum monthly payment can be paid for up to 12 months in the event of hardships like unemployment or disability.
These and other benefits cost only $\$ 0.85$ per $\$ 100$ of your statement balance each month. ENROLL TODAY BY CALLING 877-694-1285.

Each time you or a third party on your behalf, pays your bill by personal check, you authorize us to convert that payment into an electronic debit. If the check is processed electronically, the checking account will be debited for the amount on the check and the debit will appear on your account statement. If you have any questions, please contact us at the Inquiries phone number located on this statement.

## To contact us regarding your account... 4037660013896626

By Telephone:
Every Hour! Every Day!
Voice: 1-800-558-3424
TDD: 1-888-352-6455
Fax: 1-866-616-1750

Send Inquiries to:
Cardmember Service
P.O. Box 6354

Fargo, ND 58125-6354
Send Payments to:
Cardmember Service
P.O. Box 790408

St. Louis, MO 63179-0408

## Online

visit our website: myaccountaccess.com

Your Select Rewards Visa® Platinum Card account at a glance
Account: 4037660013896626

| Activity Summary |  |
| :---: | :---: |
| Previous Balance | \$790.04 |
| Payments ............................. | \$790.04CR |
| Other Credits ...................... | \$0.00 |
| Purchases.. | \$687.84 |
| Balance Transfers ............... | \$0.00 |
| Advances .. | \$0.00 |
| Other Debits ......................... | \$0.00 |
| Past Due Amount ................. | \$0.00 |
| Fees Charged...................... | \$0.00 |
| Interest Charged.................. | \$0.00 |
| New Balance ......................... | \$687.84 |
| Credit Line | \$9,900.00 |
| Available Credit ..................... | \$9,212.16 |
| Statement Close Date............ | Sep. 22, 2011 |
| Days in Billing Cycle ........... | 30 |


| Payment Information |  |  |
| :---: | :---: | :---: |
| New Balance $\qquad$ <br> Minimum Payment Due (Current Month) <br> Minimum Payment Due (Past Due) <br> Total New Minimum Payment Due <br> Payment Due Date. $\qquad$ |  | \$687.84 |
|  |  | \$30.00 |
|  |  | \$0.00 |
|  |  | \$30.00 |
|  |  | Oct. 19, 2011 |
| Late Payment Warning: If we do not receive your minimum payment by the date listed above, you may have to pay up to a $\$ 35.00$ Late Fee. |  |  |
| Minimum Payment Warning: If you make only the minimum payment each period, you will pay more in interest and it will take you longer to pay off your balance. For example: |  |  |
| If you make no additional charges using this card and each month you pay... | You will pay off the balance shown on this statement in about.. | And you will end up paying an estimated total of. |
| Only the minimum payment | 23 months | \$756 |
| If you would like information about credit counseling services, call 866-951-1391. |  |  |

To reduce or avoid paying additional fees and interest charges on your purchase balance, pay the total new balance of $\$ 687.84$ by $10 / 19 / 11$. Any cash balance or balance transfer balance will continue to accrue daily interest until the date your payment is received.

To change your address or for
Cardmember Service please call:
1-800-558-3424 Every Hour! Every Day!


0001592281 AB 0.368106481263007796 P
NELVA E BRUNSTING
ELMER H BRUNSTING
203 BLOOMINGDALE CIR
VICTORIA TX 77904-3049


## Cardmember Service

P.O. Box 790408

St. Louis, MO 63179-0408


## What To Do If You Think You Find A Mistake On Your Statement

If you think there is an error on your statement, please call us at the telephone number on the front of this statement, or write to us at: Cardmember Service, P.O. Box 6335, Fargo, ND 58125-6335.
In your letter or call, 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. While we investigate whether or not there has been an error, the following are true:

- 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. But, if we determine that we made a mistake, you will not have to pay the amount in question or any interest or other fees related to 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.


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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 $\$ 50$. (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 usin writing at: Cardmember Service, P.O. Box 6335 , Fargo, ND 58125-6335. 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.

## Important Information Regarding Your Account

1. INTEREST CHARGE: Method of Computing Amount Subject to Interest: We calculate the periodic rate or interest portion of the INTEREST CHARGE by multiplying the applicable Daily Periodic Rate ("DPR") by the Average Daily Balance ("ADB") (including new transactions) of the Purchase, Advance and Balance Transfer categories subject to interest, and then adding together the resulting interest from each category. We determine the ADB separately for the Purchases, Advances and Balance Transfer categories. To get the ADB in each category, we add together the daily balances in those categories for the billing cycle and divide the result by the number of days in the billing cycle. We determine the daily balances each day by taking the beginning balance of those Account categories (including any billed but unpaid interest, fees, credit insurance and other charges), adding any new interest, fees, and charges, and subtracting any payments or credits applied against your Account balances that day. We add a Purchase, Advance or Balance Transfer to the appropriate balances for those categories on the later of the transaction date or the first day of the statement period. Billed but unpaid interest on Purchases, Advances and Balance Transfers is added to the appropriate balances for those categories each month on the statement date. Billed but unpaid Advance Transaction Fees are added to the Advance balance of your Account on the date they are charged to your Account. Any billed but unpaid fees on Purchases, credit insurance charges, and other charges are added to the Purchase balance of the Account on the date they are charged to the Account. Billed but unpaid fees on Balance Transfers are added to the Balance Transfer balance of the Account on the date they are charged to the Account. In other words, billed and unpaid interest, fees, and charges will be included in the ADB of your Account that accrues interest and will reduce the amount of credit available to you. Credit insurance charges are not included in the ADB calculation for Purchases until the first day of the billing cycle following the date the credit insurance premium is charged to the Account. Prior statement balances subject to an interest-free period that have been paid on or before the payment due date in the current billing cycle are not included in the ADB calculation.
2. Payment Information: Make checks payable to Cardmember Service. Use the enclosed return envelope to mail your payment to: Cardmember Service, P.O. Box 790408, St. Louis, MO 63179-0408. All payments by check or money order, in U.S. dollars and accompanied by a payment coupon will be credited to your Account on the day of receipt if received at this address by 5:00 p.m. CST on any banking day. Banking days are all calendar days except Saturday, Sunday, and federal holidays. Payments due over a Saturday, Sunday or federal holiday and received on those days will be credited on the day of receipt. Other types of mailed payments will be processed within five banking days of receipt by Cardmember Service and credited to your Account on the day of receipt.
3. Credit Reporting: We may report information on your Account to Credit Bureaus. Late payments, missed payments or other defaults on your Account may be reflected in your credit report.

September Statement for activity from Aug. 24, 2011 through Sep. 22, 2011
Inquiries: 1-800-558-3424
NELVA E BRUNSTING ELMER H BRUNSTING

Visa Select Rewards

|  | This Statement | Year to Date |
| :---: | :---: | :---: |
| Description of Activity |  |  |
| Base Reward Points...... | 688 | 8,211 |
|  | 688 | 8,211 |

For rewards program inquiries and redemptions, call 1-888-229-8864 from 8:00 am to 11:00 pm (CST) Monday through Friday, 8:00 am to 9:00 pm (CST) Saturday and Sunday. Automated account information is available 24 hours a day, 7 days a week.

## Transactions

| Post Date | Trans Date | Ref. Nbr | Description of Transaction | Amount |
| :---: | :---: | :---: | :---: | :---: |
| Payments and Other Credits |  |  |  |  |
| 09/16 | 09/16 | URE | PAYMENT THANK YOU. | \$790.04CR |
| P Purchases and Other Debits |  |  |  |  |
| 08/24 | 08/22 | 7875 | SUBWAY 00467548 HOUSTON TX. | \$10.83 |
| 08/24 | 08/22 | 0790 | RANDALLS STORE00010660 HOUSTON TX | \$18.84 |
| 08/24 | 08/23 | 2462 | WALGREENS \#3328 HOUSTON TX........................ | \$17.36 |
| 08/25 | 08/24 | 6198 | LUBYS CAFE \#0085 Q99 HOUSTON TX. | \$3.24 |
| 08/25 | 08/24 | 6271 | LUBYS CAFE \#0085 Q99 HOUSTON TX. | \$5.28 |
| 08/26 | 08/24 | 7076 | SUBWAY 00467548 HOUSTON TX.. | \$11.15 |
| 08/26 | 08/24 | 0727 | RANDALLS STORE00010660 HOUSTON TX | \$56.87 |
| 08/26 | 08/25 | 8586 | TARGET 00014357 HOUSTON TX.......... | \$4.24 |
| 08/29 | 08/26 | 8945 | 59 DINER HOUSTON TX. | \$28.63 |
| 08/29 | 08/26 | 0042 | ONCOLOGY CONSULTANTS HOUSTON TX. | \$4.12 |
| 08/29 | 08/26 | 0029 | ONCOLOGY CONSULTANTS P HOUSTON TX. | \$118.00 |
| 08/29 | 08/27 | 2319 | RANDALLS STORE00010116 HOUSTON TX ... | \$6.79 |
| 08/29 | 08/25 | 6596 | CHICK-FIL-A \#00181 HOUSTON TX. | \$14.66 |
| 08/29 | 08/26 | 1656 | KROGER \#161 HOUSTON TX.. | \$36.81 |
| 08/30 | 08/28 | 0477 | RANDALLS STORE00010660 HOUSTON TX ................. | \$31.55 |
| 09/01 | 08/30 | 2448 | WALGREENS \#5094 HOUSTON TX. | \$31.37 |
| 09/01 | 08/30 | 6769 | KROGER \#161 HOUSTON TX... | \$6.09 |
| 09/06 | 09/02 | 6523 | WALGREENS \#3328 HOUSTON TX. | \$10.00 |
| 09/07 | 09/06 | 3905 | WALGREENS \#3328 HOUSTON TX. | \$23.50 |
| 09/08 | 09/07 | 3773 | WALGREENS \#3328 HOUSTON TX. | \$12.62 |
| 09/14 | 09/13 | 6884 | MEDICAL ALERT C/O AMAC 866-502-2622 NY ................. | \$34.95 |
| 09/15 | 09/13 | 8361 | WALGREENS \#3328 HOUSTON TX. | \$17.98 |
| 09/15 | 09/13 | 2569 | EXXONMOBIL 47304530 HOUSTON TX. | \$20.00 |
| 09/16 | 09/14 | 8126 | WALGREENS \#3328 HOUSTON TX. | \$2.69 |
| 09/16 | 09/15 | 0874 | WALGREENS \#5094 HOUSTON TX. | \$91.06 |
| 09/20 | 09/19 | 1010 | WALGREENS \#13142 HOUSTON TX. | \$10.00 |
| 09/21 | 09/20 | 5359 | WILCREST PHILL10065282 HOUSTON TX | \$20.00 |
| 09/22 | 09/20 | 1959 | RANDALLS STORE00010660 HOUSTON TX ................. | \$25.72 |
| 09/22 | 09/21 | 8686 | WALGREENS \#3328 HOUSTON TX....................... | \$13.49 |


| 2011 Totals Year-to-Date | 20, |
| :--- | :--- | :--- |
| Total Fees Charged in 2011 | $\$ 150.00$ |
| Total Interest Charged in 2011 | $\$ 59.65$ |

## Interest Charge Calculation

Your Annual Percentage Rate (APR) is the annual interest rate on your account.
**APR for current and future transactions.

| Balance Type | Balance <br> By Type | Balance Subject to Interest | Variable | Interest | Annual Percentage Rate | Expires with Statement | Interest Free Period |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| **BALANCE TRANSFER | \$0.00 | \$0.00 | YES | \$0.00 | 9.24\% |  | NO |
| **PURCHASES | \$687.84 | \$0.00 | YES | \$0.00 | 9.24\% |  | YES |
| **ADVANCES | \$0.00 | \$0.00 | YES | \$0.00 | 20.24\% |  | NO |

## Important Messages

Reward yourself! Your credit card offers rich rewards like travel, gift cards and cash back. Check out all the rewards available to you by visiting the Rewards Center online or call 1-888-229-8864.

ENROLL IN BALANCESHIELD BY CALLING 1-877-694-1285. With BalanceShield, your monthly payment will be paid for up to 12 months in the event of unexpected hardships like unemployment or disability. BalanceShield also cancels the total outstanding balance in the case of loss of life. Coverage costs just $\$ 0.85$ per $\$ 100$ of your monthly statement balance. ENROLL TODAY.

Each time you or a third party on your behalf, pays your bill by personal check, you authorize us to convert that payment into an electronic debit. If the check is processed electronically, the checking account will be debited for the amount on the check and the debit will appear on your account statement. If you have any questions, please contact us at the Inquiries phone number located on this statement.

## To contact us regarding your account... 4037660013896626

| By Telephone: | $?$ Send Inquiries to: | $\Delta$ Send Payments to: |
| :--- | :--- | :--- |
| Every Hour! Every Day! | Cardmember Service | Cardmember Service |
| Voice: 1-800-558-3424 | P.O. Box 6354 | P.O. Box 790408 |
| TDD: 1-888-352-6455 | Fargo, ND 58125-6354 | St. Louis, MO 63179-0408 |
| Fax: $1-866-616-1750$ |  |  |

Online<br>visit our website:<br>myaccountaccess.com

## Cardmember Service

October Statement for activity from Sep. 23, 2011 through Oct. 25, 2011
Inquiries: 1-800-558-3424
NELVA E BRUNSTING ELMER H BRUNSTING

Your Select Rewards Visa® Platinum Card account at a glance
Account: 4037660013896626

| Activity Summary |  |
| :---: | :---: |
| Previous Balance | \$687.84 |
| Payments.. | \$687.84CR |
| Other Credits | \$0.00 |
| Purchases. | \$641.96 |
| Balance Transfers | \$0.00 |
| Advances. | \$0.00 |
| Other Debits | \$0.00 |
| Past Due Amount | \$0.00 |
| Fees Charged... | \$0.00 |
| Interest Charged.................. | \$0.00 |
| New Balance | \$641.96 |
| Credit Line | \$9,900.00 |
| Available Credit | \$9,258.04 |
| Statement Close Date | Oct. 25, 2011 |
| Days in Billing Cycle ............ | 33 |


| Payment Information |  |  |
| :---: | :---: | :---: |
| New Balance $\qquad$ <br> Minimum Payment Due (Current Month) <br> Minimum Payment Due (Past Due) <br> Total New Minimum Payment Due <br> Payment Due Date. $\qquad$ |  | \$641.9 |
|  |  | \$30.00 |
|  |  | \$0.00 |
|  |  | \$30.00 |
|  |  | v. 19, 2011 |
| Late Payment Warning: If we do not receive your minimum payment by the date listed above, you may have to pay up to a $\$ 35.00$ Late Fee. |  |  |
| Minimum Payment Warning: If you make only the minimum payment each period, you will pay more in interest and it will take you longer to pay off your balance. For example: |  |  |
| 17 you make no additional charges using this card and each month you pay... | You will pay off the balance shown on this statement in about.. | And you will end up paying an estimated total of... |
| Only the minimum payment | 22 months | \$704 |
| If you would like information about credit counseling services, call 866-951-1391. |  |  |

To reduce or avoid paying additional fees and interest charges on your purchase balance, pay the total new balance of $\$ 641.96$ by 11/19/11. Any cash balance or balance transfer balance will continue to accrue daily interest until the date your payment is received.

## Cardmember Service

To change your address or for
Cardmember Service please call:
1-800-558-3424 Every Hour! Every Day!

0000041511 SP 106481308070766 E
NELVA E BRUNSTING
ELMER H BRUNSTING
203 BLOOMINGDALE CIR
VICTORIA TX 77904-3049



| Your Account Number: | 4037660013896626 |
| :--- | ---: |
| Total New Balance: | $\$ 641.96$ |
| Minimum Payment Due: | $\$ 30.00$ |
| Payment Due Date | Enter Amount of Payment |
| Enclosed: |  |
| Nov. 19, 2011 |  |

## Cardmember Service

P.O. Box 790408

St. Louis, MO 63179-0408


## What To Do If You Think You Find A Mistake On Your Statement

If you think there is an error on your statement, please call us at the telephone number on the front of this statement, or write to us at: Cardmember Service, P.O. Box 6335, Fargo, ND 58125-6335.
In your letter or call, 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. While we investigate whether or not there has been an error, the following are true:

- 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. But, if we determine that we made a mistake, you will not have to pay the amount in question or any interest or other fees related to 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.


## 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 $\$ 50$. (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 usin writing at: Cardmember Service, P.O. Box 6335 , Fargo, ND 58125-6335. 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.

## Important Information Regarding Your Account

1. INTEREST CHARGE: Method of Computing Amount Subject to Interest: We calculate the periodic rate or interest portion of the INTEREST CHARGE by multiplying the applicable Daily Periodic Rate ("DPR") by the Average Daily Balance ("ADB") (including new transactions) of the Purchase, Advance and Balance Transfer categories subject to interest, and then adding together the resulting interest from each category. We determine the ADB separately for the Purchases, Advances and Balance Transfer categories. To get the ADB in each category, we add together the daily balances in those categories for the billing cycle and divide the result by the number of days in the billing cycle. We determine the daily balances each day by taking the beginning balance of those Account categories (including any billed but unpaid interest, fees, credit insurance and other charges), adding any new interest, fees, and charges, and subtracting any payments or credits applied against your Account balances that day. We add a Purchase, Advance or Balance Transfer to the appropriate balances for those categories on the later of the transaction date or the first day of the statement period. Billed but unpaid interest on Purchases, Advances and Balance Transfers is added to the appropriate balances for those categories each month on the statement date. Billed but unpaid Advance Transaction Fees are added to the Advance balance of your Account on the date they are charged to your Account. Any billed but unpaid fees on Purchases, credit insurance charges, and other charges are added to the Purchase balance of the Account on the date they are charged to the Account. Billed but unpaid fees on Balance Transfers are added to the Balance Transfer balance of the Account on the date they are charged to the Account. In other words, billed and unpaid interest, fees, and charges will be included in the ADB of your Account that accrues interest and will reduce the amount of credit available to you. Credit insurance charges are not included in the ADB calculation for Purchases until the first day of the billing cycle following the date the credit insurance premium is charged to the Account. Prior statement balances subject to an interest-free period that have been paid on or before the payment due date in the current billing cycle are not included in the ADB calculation.
2. Payment Information: Make checks payable to Cardmember Service. Use the enclosed return envelope to mail your payment to: Cardmember Service, P.O. Box 790408, St. Louis, MO 63179-0408. All payments by check or money order, in U.S. dollars and accompanied by a payment coupon will be credited to your Account on the day of receipt if received at this address by 5:00 p.m. CST on any banking day. Banking days are all calendar days except Saturday, Sunday, and federal holidays. Payments due over a Saturday, Sunday or federal holiday and received on those days will be credited on the day of receipt. Other types of mailed payments will be processed within five banking days of receipt by Cardmember Service and credited to your Account on the day of receipt.
3. Credit Reporting: We may report information on your Account to Credit Bureaus. Late payments, missed payments or other defaults on your Account may be reflected in your credit report.

## Cardmember Service

October Statement for activity from Sep. 23, 2011 through Oct. 25, 2011
NELVA E BRUNSTING ELMER H BRUNSTING

Inquiries: 1-800-558-3424

Visa Select Rewards

|  |  | This Statement | Year to Date |
| :---: | :---: | :---: | :---: |
| Description of Activity |  |  |  |
| Base Reward Points........... | ...... | 642 | 8,853 |
|  | Total | 642 | 8,853 |

For rewards program inquiries and redemptions, call 1-888-229-8864 from 8:00 am to 11:00 pm (CST) Monday through Friday, 8:00 am to 9:00 pm (CST) Saturday and Sunday. Automated account information is available 24 hours a day, 7 days a week.

## Transactions

| Post Date | Trans Date | Ref. Nbr | Description of Transaction | Amount |
| :---: | :---: | :---: | :---: | :---: |
| Payments and Other Credits |  |  |  |  |
| 10/18 | 10/18 | ET | PAYMENT THANK YOU. | \$687.84CR |
| Purchases and Other Debits |  |  |  |  |
| 09/23 | 09/21 | 1833 | RANDALLS STORE00010660 HOUSTON TX | \$14.14 |
| 09/26 | 09/24 | 0805 | RANDALLS STORE00010660 HOUSTON TX ...................... | \$56.92 |
| 09/26 | 09/25 | 4313 | WALGREENS \#3328 HOUSTON TX............................ | \$27.90 |
| 09/26 | 09/22 | 8748 | BASKIN \#360461 Q35 HOUSTON TX. | \$5.61 |
| 09/27 | 09/24 | 3413 | DENNY'S \#7687 HOUSTON TX.................................... | \$24.08 |
| 09/28 | 09/26 | 2224 | WALGREENS \#3328 HOUSTON TX........................ | \$18.09 |
| 09/29 | 09/27 | 6233 | CVS PHARMACY \#8912 HOUSTON TX. | \$32.23 |
| 09/30 | 09/28 | 0114 | ONCOLOGY CONSULTANTS P HOUSTON TX................. | \$5.00 |
| 09/30 | 09/28 | 9720 | SHELL OIL 57543437701 HOUSTON TX....................... | \$2.79 |
| 10/03 | 09/29 | 1270 | RANDALLS STORE00010660 HOUSTON TX ................. | \$27.33 |
| 10/04 | 10/03 | 0264 | KROGER \#161 HOUSTON TX... | \$65.87 |
| 10/06 | 10/05 | 0148 | HEB \#109 HOUSTON TX.. | \$40.00 |
| 10/06 | 10/05 | 0028 | WALGREENS \#5094 HOUSTON TX | \$25.73 |
| 10/11 | 10/09 | 8032 | KROGER \#161 HOUSTON TX. | \$20.47 |
| 10/11 | 10/06 | 1938 | KROGER \#161 HOUSTON TX. | \$13.91 |
| 10/11 | 10/07 | 7741 | WALGREENS \#3328 HOUSTON TX. | \$5.00 |
| 10/12 | 10/11 | 6404 | WALGREENS \#3328 HOUSTON TX. | \$2.50 |
| 10/12 | 10/11 | 6217 | MEDICAL ALERT C/O AMAC 866-502-2622 NY | \$34.95 |
| 10/12 | 10/11 | 0016 | KUHT - TV 713-7488888 TX......... | \$10.00 |
| 10/17 | 10/14 | 8252 | WALGREENS \#3328 HOUSTON TX | \$2.50 |
| 10/19 | 10/18 | 0696 | KROGER \#161 HOUSTON TX..... | \$34.51 |
| 10/20 | 10/19 | 5263 | WALGREENS \#5094 HOUSTON TX. | \$6.48 |
| 10/24 | 10/21 | 1511 | WALGREENS \#5094 HOUSTON TX | \$24.48 |
| 10/24 | 10/21 | 5024 | KROGER \#161 HOUSTON TX. | \$29.85 |
| 10/24 | 10/22 | 6141 | WONDER LABORATORIES 800-9921672 TN. | \$14.30 |
| 10/24 | 10/22 | 1446 | WALGREENS \#3328 HOUSTON TX........ | \$14.38 |
| 10/24 | 10/22 | 0404 | RANDALLS STORE00010660 HOUSTON TX | \$57.47 |
| 10/24 | 10/21 | 3351 | WALGREENS \#5094 HOUSTON TX. | \$25.47 |
| Fees Charged |  |  |  |  |
| 10/25 |  |  | ANNUAL MEMBERSHIP FEE <br> TOTAL FEES FOR THIS PERIOD. | $\begin{aligned} & \$ 0.00 \\ & \$ 0.00 \end{aligned}$ |


| 2011 Totals Year-to-Date |  |
| :---: | :---: |
| Total Fees Charged in 2011 | \$150.00 |
| Total Interest Charged in 2011 | \$59.65 |

## Cardmember Service

October Statement for activity from Sep. 23, 2011 through Oct. 25, 2011

## Interest Charge Calculation

Your Annual Percentage Rate (APR) is the annual interest rate on your account.
**APR for current and future transactions.

| Balance Type | Balance <br> By Type | $\begin{aligned} & \text { Balance } \\ & \text { Subject } \\ & \text { Interest } \end{aligned}$ | Variable | Interest | Annual Percentage Rate | Expires with <br> Statement | Interest Free Period |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| **BALANCE TRANSFER | \$0.00 | \$0.00 | YES | \$0.00 | 9.24\% |  | NO |
| **PURCHASES | \$641.96 | \$0.00 | YES | \$0.00 | 9.24\% |  | YES |
| **ADVANCES | \$0.00 | \$0.00 | YES | \$0.00 | 20.24\% |  | NO |

## Important Messages

How Do You Want Your Cash? You now have the option to choose either statement credit or direct deposit when you redeem points for Cash Back. In the Rewards Center, simply select Deposit to Checking or Savings Account from the Redemption Options menu. Your cash reward will be deposited to your account within three business days.

BalanceShield offers Protection from the Unexpected!
Get peace of mind knowing your minimum monthly payment can be paid for up to 12 months in the event of hardships like unemployment or disability.
These and other benefits cost only $\$ 0.85$ per $\$ 100$ of your statement balance
each month. ENROLL TODAY BY CALLING 877-694-1285.
Each time you or a third party on your behalf, pays your bill by personal check, you authorize us to convert that payment into an electronic debit. If the check is processed electronically, the checking account will be debited for the amount on the check and the debit will appear on your account statement. If you have any questions, please contact us at the Inquiries phone number located on this statement.

## To contact us regarding your account... 4037660013896626

噜 By Telephone:
Every Hour! Every Day!
Voice: 1-800-558-3424
TDD: 1-888-352-6455
Fax: 1-866-616-1750

Send Inquiries to:
Cardmember Service
P.O. Box 6354

Fargo, ND 58125-6354
$\Delta$ Send Payments to:
Cardmember Service
P.O. Box 790408

St. Louis, MO 63179-0408

## Online

visit our website: myaccountaccess.com

## Cardmember Service

November Statement for activity from Oct. 26, 2011 through Nov. 22, 2011
Inquiries: 1-800-558-3424
NELVA E BRUNSTING ELMER H BRUNSTING

Your Select Rewards Visa® Platinum Card account at a glance
Account: 4037660013896626

| Activity Summary |  |
| :---: | :---: |
| Previous Balance | \$641.96 |
| Payments. | \$0.00 |
| Other Credits .................... | \$16.93CR |
| Purchases. | \$504.08 |
| Balance Transfers ......... | \$0.00 |
| Advances. | \$0.00 |
| Other Debits | \$0.00 |
| Past Due Amount | \$30.00 |
| Fees Charged..................... | \$30.00 |
| Interest Charged.................. | \$6.12 |
| New Balance | \$1,165.23 |
| Credit Line | \$9,900.00 |
| Available Credit | \$8,734.77 |
| Statement Close Date. | Nov. 22, 2011 |
| Days in Billing Cycle .............. | 28 |


| Payment Information |  |  |
| :---: | :---: | :---: |
| New Balance $\qquad$ <br> Minimum Payment Due (Current Month) <br> Minimum Payment Due (Past Due) <br> Total New Minimum Payment Due <br> Payment Due Date. $\qquad$ |  | $\$ 1,165.23$ $\$ 67.00$ $\$ 30.00$ $\$ 97.00$ Dec. 19,2011 |
| Late Payment Warning: If we do not receive your minimum payment by the date listed above, you may have to pay up to a $\$ 35.00$ Late Fee. |  |  |
| Minimum Payment Warning: If you make only the minimum payment each period, you will pay more in interest and it will take you longer to pay off your balance. For example: |  |  |
| If you make no additional charges using this card and each month you pay... | You will pay off the balance shown on this statement n about. | And you will end up paying an estimated total of. |
| Only the minimum payment | 3 years | \$1,330 |
| \$37 | 3 years | $\begin{gathered} \$ 1,338 \\ \text { (Savings= } \$ 8 \text { ) } \end{gathered}$ |
| If you would like information about credit counseling services, call 866-951-1391. |  |  |

To reduce or avoid paying additional fees and interest charges on your purchase balance, pay the total new balance of $\$ 1,165.23$ by 12/19/11. Any cash balance or balance transfer balance will continue to accrue daily interest until the date your payment is received.

## Cardmember Service

To change your address or for
Cardmember Service please call:
1-800-558-3424 Every Hour! Every Day!

0000042391 SP 106481348369532 E
NELVA E BRUNSTING
ELMER H BRUNSTING
203 BLOOMINGDALE CIR
VICTORIA TX 77904-3049


| Your Account Number: | 4037660013896626 |
| :--- | ---: |
| Total New Balance: | $\$ 1,165.23$ |
| Minimum Payment Due: | $\$ 97.00$ |
| Payment Due Date | Enter Amount or Payment |
| Denclosed |  |
| Dec. 19, 2011 |  |

## Cardmember Service

P.O. Box 790408

St. Louis, MO 63179-0408


## What To Do If You Think You Find A Mistake On Your Statement

If you think there is an error on your statement, please call us at the telephone number on the front of this statement, or write to us at: Cardmember Service, P.O. Box 6335, Fargo, ND 58125-6335.
In your letter or call, 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. While we investigate whether or not there has been an error, the following are true:

- 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. But, if we determine that we made a mistake, you will not have to pay the amount in question or any interest or other fees related to 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.


## 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 $\$ 50$. (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 usin writing at: Cardmember Service, P.O. Box 6335 , Fargo, ND 58125-6335. 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.

## Important Information Regarding Your Account

1. INTEREST CHARGE: Method of Computing Amount Subject to Interest: We calculate the periodic rate or interest portion of the INTEREST CHARGE by multiplying the applicable Daily Periodic Rate ("DPR") by the Average Daily Balance ("ADB") (including new transactions) of the Purchase, Advance and Balance Transfer categories subject to interest, and then adding together the resulting interest from each category. We determine the ADB separately for the Purchases, Advances and Balance Transfer categories. To get the ADB in each category, we add together the daily balances in those categories for the billing cycle and divide the result by the number of days in the billing cycle. We determine the daily balances each day by taking the beginning balance of those Account categories (including any billed but unpaid interest, fees, credit insurance and other charges), adding any new interest, fees, and charges, and subtracting any payments or credits applied against your Account balances that day. We add a Purchase, Advance or Balance Transfer to the appropriate balances for those categories on the later of the transaction date or the first day of the statement period. Billed but unpaid interest on Purchases, Advances and Balance Transfers is added to the appropriate balances for those categories each month on the statement date. Billed but unpaid Advance Transaction Fees are added to the Advance balance of your Account on the date they are charged to your Account. Any billed but unpaid fees on Purchases, credit insurance charges, and other charges are added to the Purchase balance of the Account on the date they are charged to the Account. Billed but unpaid fees on Balance Transfers are added to the Balance Transfer balance of the Account on the date they are charged to the Account. In other words, billed and unpaid interest, fees, and charges will be included in the ADB of your Account that accrues interest and will reduce the amount of credit available to you. Credit insurance charges are not included in the ADB calculation for Purchases until the first day of the billing cycle following the date the credit insurance premium is charged to the Account. Prior statement balances subject to an interest-free period that have been paid on or before the payment due date in the current billing cycle are not included in the ADB calculation.
2. Payment Information: Make checks payable to Cardmember Service. Use the enclosed return envelope to mail your payment to: Cardmember Service, P.O. Box 790408, St. Louis, MO 63179-0408. All payments by check or money order, in U.S. dollars and accompanied by a payment coupon will be credited to your Account on the day of receipt if received at this address by 5:00 p.m. CST on any banking day. Banking days are all calendar days except Saturday, Sunday, and federal holidays. Payments due over a Saturday, Sunday or federal holiday and received on those days will be credited on the day of receipt. Other types of mailed payments will be processed within five banking days of receipt by Cardmember Service and credited to your Account on the day of receipt.
3. Credit Reporting: We may report information on your Account to Credit Bureaus. Late payments, missed payments or other defaults on your Account may be reflected in your credit report.

## Cardmember Service

November Statement for activity from Oct. 26, 2011 through Nov. 22, 2011
Inquiries: 1-800-558-3424
NELVA E BRUNSTING
Page 2 of 3 ELMER H BRUNSTING

Visa Select Rewards

|  | This Statement | Year to Date |
| :---: | :---: | :---: |
| Description of Activity |  |  |
| Base Reward Points.. | 487 | 9,340 |
|  | 487 | 9,340 |

For rewards program inquiries and redemptions, call 1-888-229-8864 from 8:00 am to $11: 00 \mathrm{pm}$ (CST) Monday through Friday, 8:00 am to 9:00 pm (CST) Saturday and Sunday. Automated account information is available 24 hours a day, 7 days a week.

## Transactions

| Post Date | Trans Date | Ref. Nbr | Description of Transaction | Amount |
| :---: | :---: | :---: | :---: | :---: |
| Payments and Other Credits |  |  |  |  |
| 11/18 | 11/16 | 2103 | THE HOME DEPOT 571 HOUSTON TX........................ MERCHANDISE/SERVICE RETURN | \$16.93CR |
| Purchases and Other Debits |  |  |  |  |
| 10/27 | 10/25 | 6653 | CVS PHARMACY \#8912 HOUSTON TX.................... | \$32.23 |
| 10/28 | 10/26 | 0420 | RANDALLS STORE00010660 HOUSTON TX ................. | \$30.48 |
| 11/07 | 11/06 | 4291 | WALGREENS \#3328 HOUSTON TX ....................... | \$5.00 |
| 11/14 | 11/11 | 6627 | MEDICAL ALERT C/O AMAC 866-502-2622 NY ................. | \$34.95 |
| 11/14 | 11/10 | 5212 | ENTERPRISE RENT-A-CAR HOUSTON TX................... 11/05/11 <br> RENTL: 120645521 | \$100.85 |
| 11/14 | 11/10 | 0048 | KUHT - TV 713-7488888 TX................................. | \$10.00 |
| 11/15 | 11/14 | 7989 | ROTO-ROOTER SVRCS10045 HOUSTON TX ............... | \$216.44 |
| 11/16 | 11/14 | 6694 | THE HOME DEPOT 571 HOUSTON TX..................... | \$30.47 |
| 11/17 | 11/15 | 0061 | RANDALLS STORE00010116 HOUSTON TX ................ | \$35.56 |
| 11/18 | 11/16 | 4534 | THE HOME DEPOT 571 HOUSTON TX.................... | \$8.10 |
| Fees Charged |  |  |  |  |
| 11/21 | 11/19 |  | LATE FEE - PAYMENT DUE ON 11/19 TOTAL FEES FOR THIS PERIOD. | $\begin{aligned} & \$ 30.00 \\ & \$ 30.00 \end{aligned}$ |
| Interest Charged |  |  |  |  |
| 11/22 |  |  | INTEREST CHARGE ON PURCHASES TOTAL INTEREST FOR THIS PERIOD. | $\begin{aligned} & \$ 6.12 \\ & \$ 6.12 \end{aligned}$ |


| 2011 Totals Year-to-Date |  |
| :---: | :---: |
| Total Fees Charged in 2011 | \$180.00 |
| Total Interest Charged in 2011 | \$65.77 |

## Cardmember Service

November Statement for activity from Oct. 26, 2011 through Nov. 22, 2011
Inquiries: 1-800-558-3424
NELVA E BRUNSTING ELMER H BRUNSTING

## Interest Charge Calculation

Your Annual Percentage Rate (APR) is the annual interest rate on your account.
**APR for current and future transactions.


## Important Messages

*** IMPORTANT CARDMEMBER ALERT ***
We are concerned that we have not heard from you. Is everything OK?
Your credit card PAYMENT HAS NOT BEEN RECEIVED and is late.
We need to hear from you today because your account is currently past due.
PLEASE CALL US at 1-866-951-3862 or GO ONLINE to WWW.MYACCOUNTACCESS.COM, login or enroll in Online Account Access to review your payment options.

Order your FREE Online Annual Account Summary, if you haven't already! The summary provides a record of all your 2011 credit card transactions organized into categories for easy identification. Order by December 15, 2011, on the Online Account Access website at myaccountaccess.com. Your summary will be available online no later than March 1, 2012.

Did you know that as a cardmember you can save up to $25 \%$ every time you rent with Avis car rental? Simply mention the Avis code AWD\# A072700 when you reserve your car. Reserve at avis.com or call 1-800-331-1212.

Cardmembers can get on the road with special savings! Receive up to $20 \%$ off every Budget rental when you make your reservation and use the code BCD\# R139300. Reserve at budget.com or call 1-800-527-0700.

ENROLL IN BALANCESHIELD BY CALLING 1-877-694-1285. With BalanceShield, your monthly payment will be paid for up to 12 months in the event of unexpected hardships like unemployment or disability. BalanceShield also cancels the total outstanding balance in the case of loss of life. Coverage costs just $\$ 0.85$ per $\$ 100$ of your monthly statement balance. ENROLL TODAY.

Each time you or a third party on your behalf, pays your bill by personal check, you authorize us to convert that payment into an electronic debit. If the check is processed electronically, the checking account will be debited for the amount on the check and the debit will appear on your account statement. If you have any questions, please contact us at the Inquiries phone number located on this statement.

| To contact us regarding your account... 4037660013896626 |  |  |  |
| :---: | :---: | :---: | :---: |
| 을 ${ }_{\text {By Telephone: }}$ | ${ }^{(3)}$ Send Inquiries to: | Send Payments to: | 岛 Online |
| Every Hour! Every Day! | Cardmember Service | Cardmember Service | visit our website: |
| $\begin{array}{ll}\text { Voice: } \\ \text { TDD: } & 1-800-558-3424 \\ \text { T-88-52-6455 }\end{array}$ | P.O. Box 6354 Fargo, ND $58125-6354$ | P.O. Box 7904008 St. Louis. MO $63179-0408$ | myaccountaccess.com |
| Fax: $\quad 1-866-616-1750$ |  |  |  |

## Cardmember Service

Your Select Rewards Visa® Platinum Card account at a glance
Account: 4037660013896626

| Activity Summary |  |
| :---: | :---: |
| Previous Balance | \$1,165.23 |
| Payments. | \$1,165.23CR |
| Other Credits | \$0.00 |
| Purchases. | \$0.00 |
| Balance Transfers ................. | \$0.00 |
| Advances. | \$0.00 |
| Other Debits | \$0.00 |
| Past Due Amount | \$0.00 |
| Fees Charged..................... | \$0.00 |
| Interest Charged.................. | \$0.00 |
| New Balance ........................ | \$0.00 |
| Credit Line | \$9,900.00 |
| Available Credit. | None |
| Statement Close Date. | Dec. 22, 2011 |
| Days in Billing Cycle ............ | 30 |


| Payment Information |  |
| :--- | ---: |
| New Balance .......................... |  |
| Minimum Payment Due (Current Month) | $\$ 0.00$ |
| Minimum Payment Due (Past Due) | $\$ 0.00$ |
| Total New Minimum Payment Due | $\$ 0.00$ |
| Payment Due Date.............. | Jan. 19, 2012 |
| Late Payment Warning: If we do not receive your |  |
| minimum payment by the date listed above, you may have |  |
| to pay up to a \$35.00 Late Fee. |  |



## Cardmember Service

## Zero Balance

To change your address or for
Cardmember Service please call: 1-800-558-3424 Every Hour! Every Day!

0000045121 SP 106481394122037 E
NELVA E BRUNSTING
ELMER H BRUNSTING
203 BLOOMINGDALE CIR
VICTORIA TX 77904-3049


## What To Do If You Think You Find A Mistake On Your Statement

If you think there is an error on your statement, please call us at the telephone number on the front of this statement, or write to us at: Cardmember Service, P.O. Box 6335, Fargo, ND 58125-6335.
In your letter or call, 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. While we investigate whether or not there has been an error, the following are true:

- 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. But, if we determine that we made a mistake, you will not have to pay the amount in question or any interest or other fees related to 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.


## 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 $\$ 50$. (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 usin writing at: Cardmember Service, P.O. Box 6335 , Fargo, ND 58125-6335. 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.

## Important Information Regarding Your Account

1. INTEREST CHARGE: Method of Computing Amount Subject to Interest: We calculate the periodic rate or interest portion of the INTEREST CHARGE by multiplying the applicable Daily Periodic Rate ("DPR") by the Average Daily Balance ("ADB") (including new transactions) of the Purchase, Advance and Balance Transfer categories subject to interest, and then adding together the resulting interest from each category. We determine the ADB separately for the Purchases, Advances and Balance Transfer categories. To get the ADB in each category, we add together the daily balances in those categories for the billing cycle and divide the result by the number of days in the billing cycle. We determine the daily balances each day by taking the beginning balance of those Account categories (including any billed but unpaid interest, fees, credit insurance and other charges), adding any new interest, fees, and charges, and subtracting any payments or credits applied against your Account balances that day. We add a Purchase, Advance or Balance Transfer to the appropriate balances for those categories on the later of the transaction date or the first day of the statement period. Billed but unpaid interest on Purchases, Advances and Balance Transfers is added to the appropriate balances for those categories each month on the statement date. Billed but unpaid Advance Transaction Fees are added to the Advance balance of your Account on the date they are charged to your Account. Any billed but unpaid fees on Purchases, credit insurance charges, and other charges are added to the Purchase balance of the Account on the date they are charged to the Account. Billed but unpaid fees on Balance Transfers are added to the Balance Transfer balance of the Account on the date they are charged to the Account. In other words, billed and unpaid interest, fees, and charges will be included in the ADB of your Account that accrues interest and will reduce the amount of credit available to you. Credit insurance charges are not included in the ADB calculation for Purchases until the first day of the billing cycle following the date the credit insurance premium is charged to the Account. Prior statement balances subject to an interest-free period that have been paid on or before the payment due date in the current billing cycle are not included in the ADB calculation.
2. Payment Information: Make checks payable to Cardmember Service. Use the enclosed return envelope to mail your payment to: Cardmember Service, P.O. Box 790408, St. Louis, MO 63179-0408. All payments by check or money order, in U.S. dollars and accompanied by a payment coupon will be credited to your Account on the day of receipt if received at this address by 5:00 p.m. CST on any banking day. Banking days are all calendar days except Saturday, Sunday, and federal holidays. Payments due over a Saturday, Sunday or federal holiday and received on those days will be credited on the day of receipt. Other types of mailed payments will be processed within five banking days of receipt by Cardmember Service and credited to your Account on the day of receipt.
3. Credit Reporting: We may report information on your Account to Credit Bureaus. Late payments, missed payments or other defaults on your Account may be reflected in your credit report.

## Cardmember Service

## Transactions

Post Trans Ref.
Date Date Nbr Description of Transaction Amount

|  | 2011 Totals Year-to-Date, |
| :--- | :--- |
| Total Fees Charged in 2011 | $\$ 180.00$ |
| Total Interest Charged in 2011 | $\$ 65.77$ |

## Interest Charge Calculation

Your Annual Percentage Rate (APR) is the annual interest rate on your account.
**APR for current and future transactions.

| Balance Type | Balance By Type | Balance Subject to Interest Rate | Variable | Interest Charge | Annual Percentage Rate | Expires with Statement | Interest Free Period |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| **BALANCE TRANSFER | \$0.00 | \$0.00 | YES | \$0.00 | 9.24\% |  | NO |
| **PURCHASES | \$0.00 | \$0.00 | YES | \$0.00 | 9.24\% |  | YES |
| **ADVANCES | \$0.00 | \$0.00 | YES | \$0.00 | 20.24\% |  | NO |

## Important Messages

Your account has been closed to further use of credit. If you still have cards in your possession, please cut them in half and return them to us.

Each time you or a third party on your behalf, pays your bill by personal check, you authorize us to convert that payment into an electronic debit. If the check is processed electronically, the checking account will be debited for the amount on the check and the debit will appear on your account statement. If you have any questions, please contact us at the Inquiries phone number located on this statement.


