

Corporate office: N7160 Raceway Road Beaver Dam, WI 53916 P 920-887-1756 T 1-800-924-2991 www.unitedcooperative.com

How to read your account statement

Welcome to United Cooperative! Your member account statement provides information about your "regular" and "prepay" account activity for the most recent month. Use this two-sided guide to better understand each portion of your statement(s). Please note: If you're a "regular" customer and "prepay" customer, you will have two statements, each beginning with a blue page like the example pictured below.

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"Regular" statement information

- A. The statement date is always the last day of the month.
- B. Patron customer account number
- C. Prepay credit balance

D. Deferred: items delivered and invoiced; but not, yet, due and payable (i.e. chemical pump travelers, totes, etc.)

E. Regular: This is the amount due by the end of the month in which you received the statement.

F. Payment due date

Please detach and return the top section of your statement with your payment.

- G. Date the invoice was generated
- H. Invoice number
- I. Description: This area offers detail about the purchase.
- J. Quantity purchased
- K. Price per unit at time of purchase
- L. Amount: quantity multiplied by the unit price

M. Prepay: Payments using prepay dollars or credit from product returned during previous month

N. Deferred: items delivered and invoiced; but not, yet, due and payable

(i.e. chemical pump travelers, totes, etc.)

O. Regular: invoice amount charged or credited for items not prepaid or deferred

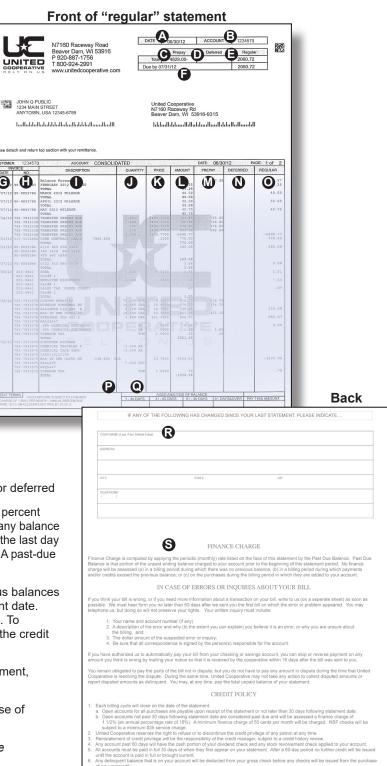
P. Credit terms: Past-due accounts are subject to a finance charge of 1.5 percent per month (annual percentage rate of 18 percent on accounts applied to any balance resulting from purchases made during a calendar month, not paid before the last day of the following month, plus any previous balance that remained unpaid). A past-due balance may prohibit further charges on the account.

Q. Aged analysis of balance: shows current balance as well as previous balances from 31-60 days, 61-90 days, and 91 and over days as of the statement date. Accounts 61 days and over will be changed to cash on delivery (COD). To request reinstatement of credit privilege and removal of COD, contact the credit department at 1-800-924-2991.

R. If any of your contact information has changed since your last statement, please indicate the changes in this area or call the credit department.

S. Information regarding our finance charge policy, contacting us in case of errors, and our credit policy

If you have questions about invoices on your statement, please call the United Cooperative location nearest you.





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How to read your account statement

... continued from front

"Prepay" statement information

A. Patron customer number

B. If you prepay certain products, you will receive a "prepay" statement. Your "prepay" statement shows what's been used from prepay dollars. If you have used more than what you prepaid, the difference will show up on the "regular" statement. If you don't prepay, you will only receive a "regular" statement.

C. The statement date is always the last day of the month.

Make sure to detach and return the top section of your statement with your payment.

D

- D. Date the invoice was generated.
- E. Invoice number
- F. Quantity purchased
- G. UM: unit of measure of purchase (i.e. ton, lb., gal.)
- H. Description: This area offers detail about the purchase.
- I. Price per unit at time of purchase
- J. Extended amount: quantity multiplied by the unit price.

K. This area notes the total charges related to the individual invoice included on your monthly statement.

L. Payments on account or credit from product returned during the previous month will show in this column.

M. Balance: running total of charges and credit balance per item per contract.

N. Combined credit balance

O. If any of your contact information has changed since your last statement, please indicate the changes in this area.

P. Information regarding our finance charge policy, contacting us in case of errors, and our credit policy

Important: Here are three different notices you may see on, or included with your statement.

- Account 30 days past due: All balances are due in full each month. Please send payment today. If payment has been made, we thank you.
- Account 60 days past due: Accounts 60 days past due are placed on cash basis (COD). All balances are due in full each month. Please call our office to make payment arrangements. If payment has been made, we thank you.
- Accounts 90 days passed due: A right to cure default letter will be included with your statement. Legal action will be taken if you fail to bring your account current. Please call the United Cooperative credit department at 1-800-924-2991 to arrange a satisfactory payment plan in order to avoid legal action.

