

Check 21

...a new way of clearing checks

A new federal law, known as Check 21, takes effect October 28, 2004 and requires some changes in the way your paid checks are handled. The purpose of Check 21 is to provide for a faster, more efficient clearing and posting of check payments. Today, when you write a check, it must be physically transported to the paying bank. Under the new law, checks may be converted to electronic images that may be used to create a "substitute check" in place of the original check. Federal law enables you to use a legally equivalent substitute check as proof of payment, just like the original check.

For your information, we've included some Frequently Asked Questions below. Please refer to the reverse side for further details about Check 21 and your rights.

How will Check 21 affect me?

While Check 21 mostly involves behind-the-scenes electronic clearing and settlement of checks between banks, you may notice some differences, including:

- Your checks may clear more quickly.
- If your check is converted to a substitute check, the original check may not be returned to you.

How will I know if any of my checks have been converted to a substitute check?

Items on your statement marked with the letter "S" indicate that the original check was converted to a substitute check during the check clearing process.

Will substitute checks be returned to me with my statements? No.

- If you currently receive check image statements, you will continue to receive images of all your checks, even if the check was converted to a substitute check. You'll be able to recognize if a check was converted to a substitute check by the letter "S" indicator on your statement.
- If you currently get your cancelled checks back with your statements, you will continue to receive them, unless the check has been converted to a substitute check. In that case, you will receive an image of the substitute check. You'll be able to recognize if a check was converted to a substitute check by the letter "S" indicator on your statement. Please note that you may receive a combination of original checks and images of substitute checks in the same statement, depending on how the transactions were processed.
- If you currently do not receive cancelled checks or images of cancelled checks with your statements, you'll be able to recognize if a check was converted to a substitute check by the letter "S" indicator on your statement.

What if I need a copy of my original check?

Once a check is converted to a substitute check, the original check may not be returned to you. Under the new law, legally equivalent substitute checks may be used as proof of payment, just like an original check. Also, many businesses already

accept copies of check images as proof of payment, which can save you time and effort. In the rare instance that you may need a copy of a substitute check, please call us at 1-800-480-2265 and we will be happy to assist you.

Can I prevent my checks from being converted to substitute checks?

While it isn't possible to keep your checks from being converted, please remember that Check 21 requires that the legally equivalent substitute check be treated as the legal equivalent of the original check in all situations.

What if I have a problem with a substitute check?

Please be assured that we will continue to process all your transactions with our usual strong commitment to efficiency and accuracy. Just as you have certain rights regarding an original check or electronic debit posting to your account, federal law provides a special expedited re-credit procedure if you experience a loss as a result of a substitute check. Please see reverse side for information regarding your rights.

Is there other information I need to know?

Because your checks may clear faster than you've been accustomed to, please be sure you have enough funds to cover any checks you write. You may also want to consider some of our convenient services that help you manage your everyday banking needs.

- Rather than writing and mailing checks, you can use the Internet or telephone to access our **Bill Pays** service. It's an easy way to save on postage and make sure your bills get paid on time and it's free for all personal checking accounts beginning November 1, 2004.
- Our **free Online Banking** service gives you instant access to your account information. View real-time information on your Huntington checking, savings, money market, CD, IRA, loan and mortgage accounts. You can even view images of your cleared checks and deposit tickets, 24 hours a day, seven days a week.
- **Overdraft Protection***** gives you the peace of mind knowing that you're protected against "bounced" checks, and a **Visa® Check Card***** is another great way to pay your bills and make other purchases.

Just stop by any Huntington banking office or call us at 1-800-480-2265 and we'll be happy to show you how our convenient services can benefit you. For more information about Check 21 please visit huntington.com/check21.

***Subject to credit application and approval.
See other side for important details about Check 21 legislation.

Important information regarding your rights.

What is a substitute check and how will it appear in my periodic statement?

To make check processing faster, federal law permits banks to replace original checks with "substitute checks." These checks are similar in size to original checks with a slightly reduced image of the front and back of the original check. The front of a substitute check states: "This is a legal copy of your check. You can use it the same way you would use the original check." You may use a substitute check as proof of payment just like the original check.

Your periodic statement, among other things, includes the check transactions from your account. We will mark on your periodic statement all the checks you have drawn on your account that have been replaced with a substitute check during the check clearing process. These checks will be marked with the letter "S" next to the check number. If you have deposited a check that was replaced with a substitute check but was returned to us (for non-sufficient funds, for example), we will provide you with the returned substitute check.

This notice describes rights you have when you receive substitute checks or items marked as a substitute check (i.e., with the letter "S") from us in your periodic statement. The rights in this notice do not apply to original checks (unless those items have been replaced with a substitute check) or to electronic debits to your account. However, you have rights under other law with respect to those transactions.

What are my rights regarding substitute checks or items marked as substitute checks (i.e., with the letter "S") in my periodic statement?

If you receive a substitute check from us, federal law provides a special procedure that allows you to request a refund for losses you suffer as a result of the substitute check (for example, if you think the substitute check caused us to withdraw the wrong amount from your account or to withdraw money from your account more than once for the same check). We will also permit our customers to follow this same special procedure for items marked as a substitute check (i.e., with the letter "S"). The losses you may attempt to recover under this procedure may include the amount that was withdrawn from your account and fees that were charged as a result of the withdrawal (for example, non-sufficient fund fees).

The amount of your refund under this procedure is limited to the amount of your loss or the amount of the substitute check or items marked as a substitute check, whichever is less. You are also entitled to interest on the amount of your refund if your account is an interest-bearing account. If your loss exceeds the amount of the substitute check or items marked as a substitute check, you may be able to recover additional amounts under other law.

If you use this procedure and we do not resolve the dispute before the end of the 10th business day after we receive your claim, you may receive

up to \$2,500 of your refund (plus interest if your account earns interest) at the end of the 10th business day. You will receive the remainder of your refund (plus interest if your account earns interest) not later than 45 calendar days after we received your claim if we have not resolved your claim before that time. However, under certain circumstances, we may delay your refund until the earlier of the (i) start of the business day following the business day on which we determine your claim is valid or (ii) 45th calendar day following the business day on which you submit your claim. Circumstances would include if:

- your account is a new account, i.e., it was established in the previous 30 calendar days;
- we have reasonable cause to believe the claim is fraudulent;
- without considering your claim, the account has been repeatedly overdrawn during the six month period ending on the date we received your claim.

We may reverse the refund (including any interest on the refund) if, later, we are able to demonstrate that your claim regarding the substitute check or item marked as a substitute check (i.e., with the letter "S") is not valid.

How do I make a claim for a refund?

If you believe that you have suffered a loss relating to a substitute check or item marked as a substitute check that you received, please contact us at 1-800-480-2265 or stop by your nearby Huntington banking office. You must contact us within 40 calendar days of the date that we mailed (or otherwise delivered by a means to which you agreed) the substitute check in question or the periodic statement showing the items marked as a substitute check, whichever is later. We will extend this time period if you were not able to make a timely claim because of extraordinary circumstances.

Your claim, which we may require you to submit in writing, must include the information detailed below.

- A description of why you have suffered a loss (for example, you think the amount withdrawn was incorrect);
- An estimate of the amount of your loss;
- An explanation of why the substitute check or item marked as a substitute check (i.e., with the letter "S") you received is insufficient to confirm that you suffered a loss; and
- A copy of the substitute check or information to help us identify the substitute check or items marked as a substitute check.

This identifying information could include, the account number, check number, amount, and the name of the person, business or organization to whom you wrote the check.

For your convenience, you may obtain our form, Check 21 Recredit Request Form, at any of our banking offices, by calling us at 1-800-480-2265, or through our web site at huntington.com.

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Check Clearing for the 21st Century Act -

Check 21

...a new way of clearing checks