



Financial Report Package

March 2026

Prepared for

**MLTH9 Marsh Landing Townhouse IX Condo
Association**

KPG Accounting Services, Inc.

	Current Balance at 3/31/2026	Prior Month Balance at 02/28/2026	Change
Assets			
OPERATING			
10-1010-00-00 VNB OP 6076	\$ 27,606.02	\$ 29,662.93	\$ (2,056.91)
Total OPERATING:	\$ 27,606.02	\$ 29,662.93	\$ (2,056.91)
CURRENT ASSETS			
14-1530-00-00 PPD Insurance	\$ 24,946.08	\$ 28,171.14	\$ (3,225.06)
Total CURRENT ASSETS:	\$ 24,946.08	\$ 28,171.14	\$ (3,225.06)
Total Assets:	\$ 52,552.10	\$ 57,834.07	\$ (5,281.97)
Liabilities & Equity			
20-2000-00-00 Accounts Payable	\$ 86.73	\$ 400.00	\$ (313.27)
20-2001-00-00 Insurance Loan Payable	22,635.27	25,868.88	(3,233.61)
20-2015-00-00 PPD Maint Fees	3,438.00	-	3,438.00
OPERATING EQUITY			
30-3900-00-00 Retained Earnings	\$ 24,210.52	\$ 24,210.52	\$ -
Total OPERATING EQUITY:	\$ 24,210.52	\$ 24,210.52	\$ -
Net Income / (Loss)	\$ 2,181.58	\$ 7,354.67	\$ (5,173.09)
Total Liabilities & Equity:	\$ 52,552.10	\$ 57,834.07	\$ (5,281.97)

	Current Balance at 3/31/2026	Prior Month Balance at 02/28/2026	Change
Assets			
RESERVES			
12-1210-00-00 VNB RSV 8591	\$ 60,215.34	\$ 60,082.53	\$ 132.81
Total RESERVES:	\$ 60,215.34	\$ 60,082.53	\$ 132.81
Total Assets:	\$ 60,215.34	\$ 60,082.53	\$ 132.81
Liabilities & Equity			
RESERVE EQUITY			
25-2501-00-00 RSV - Pooled	\$ 59,822.70	\$ 59,822.70	\$ -
25-2599-00-00 Unallocated Interest	392.64	259.83	132.81
Total RESERVE EQUITY:	\$ 60,215.34	\$ 60,082.53	\$ 132.81
Net Income / (Loss)	\$ -	\$ -	\$ -
Total Liabilities & Equity:	\$ 60,215.34	\$ 60,082.53	\$ 132.81

Balance Sheet

MLTH9 Marsh Landing Townhouse IX Condo Association
End Date: 03/31/2026

Date: 4/10/2026
Time: 12:08 am
Page: 1

Assets		
OPERATING		
10-1010-00-00 VNB OP 6076	\$27,606.02	
Total OPERATING:		<u>\$27,606.02</u>
RESERVES		
12-1210-00-00 VNB RSV 8591	60,215.34	
Total RESERVES:		<u>\$60,215.34</u>
CURRENT ASSETS		
14-1530-00-00 PPD Insurance	24,946.08	
Total CURRENT ASSETS:		<u>\$24,946.08</u>
Total Assets:		<u>\$112,767.44</u>
Liabilities & Equity		
20-2000-00-00 Accounts Payable	86.73	
20-2001-00-00 Insurance Loan Payable	22,635.27	
20-2015-00-00 PPD Maint Fees	3,438.00	
RESERVE EQUITY		
25-2501-00-00 RSV - Pooled	59,822.70	
25-2599-00-00 Unallocated Interest	392.64	
Total RESERVE EQUITY:		<u>\$60,215.34</u>
OPERATING EQUITY		
30-3900-00-00 Retained Earnings	24,210.52	
Total OPERATING EQUITY:		<u>\$24,210.52</u>
Net Income Gain / Loss	2,181.58	
		<u>\$2,181.58</u>
Total Liabilities & Equity:		<u>\$112,767.44</u>

Description	Current Period			Year-to-date			Annual Budget
	Actual	Budget	Variance	Actual	Budget	Variance	
INCOME							
INCOME							
4000 Quarterly Assessments	\$ -	\$ -	\$ -	\$ 20,628.00	\$ 20,627.42	\$ 0.58	\$ 82,509.67
TOTAL INCOME	\$ -	\$ -	\$ -	\$ 20,628.00	\$ 20,627.42	\$ 0.58	\$ 82,509.67
TOTAL INCOME	\$ 0.00	\$ -	\$ -	\$ 20,628.00	\$ 20,627.42	\$ 0.58	\$ 82,509.67
EXPENSES							
PROFESSIONAL FEES							
5000 Management Fees	265.22	265.23	0.01	795.66	795.69	0.03	3,182.70
5110 Accounting Services	495.00	224.58	(270.42)	1,190.00	673.74	(516.26)	2,695.00
5160 Legal Expenses	-	41.67	41.67	-	125.01	125.01	500.00
TOTAL PROFESSIONAL FEES	\$ 760.22	\$ 531.48	(\$ 228.74)	\$ 1,985.66	\$ 1,594.44	(\$ 391.22)	\$ 6,377.70
ADMIN							
5400 Office Supplies	40.02	33.33	(6.69)	110.89	99.99	(10.90)	400.00
5465 Corp Annual Report	61.25	6.33	(54.92)	61.25	18.99	(42.26)	76.00
5470 Licenses/Fees	-	4.00	4.00	-	12.00	12.00	48.00
TOTAL ADMIN	\$ 101.27	\$ 43.66	(\$ 57.61)	\$ 172.14	\$ 130.98	(\$ 41.16)	\$ 524.00
INSURANCE							
5850 INS - Expense	1,980.23	2,226.66	246.43	5,940.69	6,679.98	739.29	26,719.97
5852 INS - Flood	1,244.83	1,244.83	-	3,734.49	3,734.49	-	14,938.00
TOTAL INSURANCE	\$ 3,225.06	\$ 3,471.49	\$ 246.43	\$ 9,675.18	\$ 10,414.47	\$ 739.29	\$ 41,657.97
UTILITIES							
6040 Water/Sewer/Trash	703.56	708.33	4.77	1,982.24	2,124.99	142.75	8,500.00
6045 Irrigation Water	7.98	83.33	75.35	106.20	249.99	143.79	1,000.00
TOTAL UTILITIES	\$ 711.54	\$ 791.66	\$ 80.12	\$ 2,088.44	\$ 2,374.98	\$ 286.54	\$ 9,500.00
MAINTENANCE							
6005 Building	-	333.33	333.33	325.00	999.99	674.99	4,000.00
6020 Fire Extinguisher Service	-	12.50	12.50	-	37.50	37.50	150.00
6040 Exterminating	-	45.83	45.83	-	137.49	137.49	550.00
TOTAL MAINTENANCE	\$ -	\$ 391.66	\$ 391.66	\$ 325.00	\$ 1,174.98	\$ 849.98	\$ 4,700.00
LANDSCAPING/GROUNDS							
6100 Landscape	375.00	412.50	37.50	1,200.00	1,237.50	37.50	4,950.00
6110 Irrigation Repairs/Service	-	33.33	33.33	-	99.99	99.99	400.00
6120 Tree & Shrub Trimming	-	58.33	58.33	-	174.99	174.99	700.00
6130 Mulch/Pine Straw	-	91.67	91.67	-	275.01	275.01	1,100.00
6135 Sod/Plants Replacement	-	50.00	50.00	-	150.00	150.00	600.00
TOTAL LANDSCAPING/GROUNDS	\$ 375.00	\$ 645.83	\$ 270.83	\$ 1,200.00	\$ 1,937.49	\$ 737.49	\$ 7,750.00
TOTAL EXPENSES	\$ 5,173.09	\$ 5,875.78	\$ 702.69	\$ 15,446.42	\$ 17,627.34	\$ 2,180.92	\$ 70,509.67
NET ORDINARY INCOME	(\$ 5,173.09)	(\$ 5,875.78)	\$ 702.69	\$ 5,181.58	\$ 3,000.08	\$ 2,181.50	\$ 12,000.00
EXPENSES							
RESERVE TRANSFER							
9010 Reserve Contribution	-	-	-	3,000.00	3,000.00	-	12,000.00
TOTAL RESERVE TRANSFER	\$ -	\$ -	\$ -	\$ 3,000.00	\$ 3,000.00	\$ -	\$ 12,000.00
TOTAL EXPENSES	\$ 0.00	\$ -	\$ -	\$ 3,000.00	\$ 3,000.00	\$ -	\$ 12,000.00
NET OTHER INCOME	\$ 0.00	\$ 0.00	\$ -	(\$ 3,000.00)	(\$ 3,000.00)	\$ -	(\$ 12,000.00)

Description	Current Period			Year-to-date			Annual Budget
	Actual	Budget	Variance	Actual	Budget	Variance	
OPERATING INCOME							
INCOME							
4000-00-00 Quarterly Assessments	\$ -	\$ -	\$ -	\$ 20,628.00	\$ 20,627.42	\$ 0.58	\$ 82,509.67
Total INCOME	\$ -	\$ -	\$ -	\$ 20,628.00	\$ 20,627.42	\$ 0.58	\$ 82,509.67
Total OPERATING INCOME	\$ 0.00	\$ -	\$ -	\$ 20,628.00	\$ 20,627.42	\$ 0.58	\$ 82,509.67
OPERATING EXPENSE							
PROFESSIONAL FEES							
5000-00-00 Management Fees	265.22	265.23	0.01	795.66	795.69	0.03	3,182.70
5110-00-00 Accounting Services	495.00	224.58	(270.42)	1,190.00	673.74	(516.26)	2,695.00
5160-00-00 Legal Expenses	-	41.67	41.67	-	125.01	125.01	500.00
Total PROFESSIONAL FEES	\$ 760.22	\$ 531.48	(\$ 228.74)	\$ 1,985.66	\$ 1,594.44	(\$391.22)	\$ 6,377.70
ADMIN							
5400-00-00 Office Supplies	40.02	33.33	(6.69)	110.89	99.99	(10.90)	400.00
5465-00-00 Corp Annual Report	61.25	6.33	(54.92)	61.25	18.99	(42.26)	76.00
5470-00-00 Licenses/Fees	-	4.00	4.00	-	12.00	12.00	48.00
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INSURANCE							
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Total INSURANCE	\$ 3,225.06	\$ 3,471.49	\$ 246.43	\$ 9,675.18	\$ 10,414.47	\$739.29	\$ 41,657.97
UTILITIES							
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Total UTILITIES	\$ 711.54	\$ 791.66	\$ 80.12	\$ 2,088.44	\$ 2,374.98	\$286.54	\$ 9,500.00
MAINTENANCE							
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6020-00-00 Fire Extinguisher Service	-	12.50	12.50	-	37.50	37.50	150.00
6040-00-00 Exterminating	-	45.83	45.83	-	137.49	137.49	550.00
Total MAINTENANCE	\$ -	\$ 391.66	\$ 391.66	\$ 325.00	\$ 1,174.98	\$849.98	\$ 4,700.00
LANDSCAPING/GROUNDS							
6100-00-00 Landscape	375.00	412.50	37.50	1,200.00	1,237.50	37.50	4,950.00
6110-00-00 Irrigation Repairs/Service	-	33.33	33.33	-	99.99	99.99	400.00
6120-00-00 Tree & Shrub Trimming	-	58.33	58.33	-	174.99	174.99	700.00
6130-00-00 Mulch/Pine Straw	-	91.67	91.67	-	275.01	275.01	1,100.00
6135-00-00 Sod/Plants Replacement	-	50.00	50.00	-	150.00	150.00	600.00
Total LANDSCAPING/GROUNDS	\$ 375.00	\$ 645.83	\$ 270.83	\$ 1,200.00	\$ 1,937.49	\$737.49	\$ 7,750.00
RESERVE TRANSFER							
9010-00-00 Reserve Contribution	-	-	-	3,000.00	3,000.00	-	12,000.00
Total RESERVE TRANSFER	\$ -	\$ -	\$ -	\$ 3,000.00	\$ 3,000.00	\$0.00	\$ 12,000.00
Total OPERATING EXPENSE	\$ 5,173.09	\$ 5,875.78	\$ 702.69	\$ 18,446.42	\$ 20,627.34	\$ 2,180.92	\$ 82,509.67
Net Income:	(\$ 5,173.09)	(\$ 5,875.78)	\$ 702.69	\$ 2,181.58	\$ 0.08	\$ 2,181.50	\$ 0.00



Last Statement:
Statement Ending:
Page:

February 28, 2026
March 31, 2026
1 of 4

P.O. Box 558
Wayne, NJ 07474-0558

1 M0656BLK040126071534 65 000000000 1565 004



MARSH LANDING TOWNHOUSE CONDOMINIUM
IX ASSOCIATION INC OPERATING ACCOUNT
C/O KPG ACCOUNTING SERVICES
3400 TAMIAMI TRL N SUITE 302
NAPLES FL 34103-3717

Email: contactus@valley.com
Visit Us Online: www.valley.com
Mail To: 1720 Route 23, Wayne, NJ 07470

1565 0006641 0001-0004 1565

Account Statement

HOA BUSINESS CHECKING - XXXXXX6076

SUMMARY FOR THE PERIOD: 03/01/26 - 03/31/26

MARSH LANDING TOWNHOUSE CONDOMINIUM

Beginning Balance	+	Deposits & Other Credits	-	Withdrawals & Other Debits	=	Ending Balance
\$29,662.93		\$3,438.00		\$5,119.91		\$27,981.02

TRANSACTIONS

Date	Description	Withdrawals & Other Debits	Deposits & Other Credits	Balance
	Beginning Balance			\$29,662.93
03/05	ACH DEBIT	-\$22.52		\$29,640.41
	MLTH9 Marsh Land Vendor Pay 260305 16593			
03/05	ACH DEBIT	-\$200.00		\$29,440.41
	MLTH9 Marsh Land Vendor Pay 260303 16462			
03/05	ACH DEBIT	-\$265.22		\$29,175.19
	MLTH9 Marsh Land Vendor Pay 260303 16320			
03/13	ACH DEBIT	-\$3,233.61		\$25,941.58
	FIRST INSURANCE INSURANCE 260313 900-105602072			
03/19	ACH DEBIT	-\$93.35		\$25,848.23
	BONITA SPRINGS U A/R 260319			
03/19	ACH DEBIT	-\$110.03		\$25,738.20
	BONITA SPRINGS U A/R 260319			
03/19	ACH DEBIT	-\$112.53		\$25,625.67
	BONITA SPRINGS U A/R 260319			
03/19	ACH DEBIT	-\$122.54		\$25,503.13
	BONITA SPRINGS U A/R 260319			
03/19	ACH DEBIT	-\$131.72		\$25,371.41
	BONITA SPRINGS U A/R 260319			
03/19	ACH DEBIT	-\$133.39		\$25,238.02
	BONITA SPRINGS U A/R 260319			
03/20	CHECK 5079	-\$400.00		\$24,838.02
03/25	LOCK BOX DEPOSIT		\$1,719.00	\$26,557.02
03/26	LOCK BOX DEPOSIT		\$1,719.00	\$28,276.02
03/26	ACH DEBIT	-\$295.00		\$27,981.02





P.O. Box 558
Wayne, NJ 07474-0558

Account Number:
Statement Date:
Page :

XXXXXX6076
03/31/2026
2 of 4

TRANSACTIONS (continued)

Date	Description	Withdrawals & Other Debits	Deposits & Other Credits	Balance
	MLTH9 Marsh Land Vendor Pay 260326 16758			
Ending Balance				\$27,981.02

CHECKS IN ORDER

Date	Number	Amount
03/20	5079	\$400.00

(*) Check Number Missing or Check Converted to Electronic Transaction and Listed under the Transaction section.

OVERDRAFT FEES

	Total This Period:	Total Year-To-Date:
Total Overdraft Fees:	\$0.00	\$0.00
Total Return Fees	\$0.00	\$0.00

1565 0006642 0002-0004 1565





Account Number:
Statement Date:
Page :

XXXXXX6076
03/31/2026
3 of 4

P.O. Box 558
Wayne, NJ 07474-0558

Check Images for Account XXXXXX6076

Valley National Bank Bonita Springs, FL MLTH9 Marsh Landing Townhouse IX Condo Association (MLTH9) c/o KPG Accounting Services, Inc. 3400 Tamiami Trail N. #302 Naples, FL 34103			Check Number: 5079
PAY	Four Hundred And 00/100 Dollars	DATE	AMOUNT
		03/04/2026	****\$400.00
TO THE ORDER OF	Impeccable Property Maintenance P.O. Box 448 Bonita Springs, FL 34133	<i>Heather P. Joffroy</i>	
Memo: Multiple Invoices			
⑈000005079⑈ ⑆021201383143076076⑆ ⑆000040000⑆			
<p>957400000690623/19/202695740000069062 ITC-5309DD - Back Office-612 Teller - RT# 272480678</p>		<p>DO NOT WRITE / SIGN / STAMP BELOW THIS LINE DEPOSITION BANK ENDORSEMENT</p>	

03/20/2026

5079

\$400.00

1565 0006643 0003-0004 1565





Account Number:

XXXXXX6076

Statement Date:

03/31/2026

Page :

4 of 4

P.O. Box 558
Wayne, NJ 07474-0558

To Reconcile Your Account

1. Compare the checks listed as paid on your statement with the entries appearing in your checkbook to insure that they have been properly charged to your account.
2. Create a list of all checks that have been issued by you but have not been paid by Valley (Check(s) Outstanding).
3. Add to your checkbook balance any credit not already recorded in the checkbook.
4. Deduct from your checkbook any service charge or other charges [including automatic deductions] which you have not already recorded in your checkbook.
5. Follow the instructions listed in the Balance Reconciliation section below.

Balance Reconciliation

1 Enter ending statement balance	
2 Add deposits recorded in your checkbook but not shown on this statement.	
3 Total (1 plus 2 above)	
4 Subtract total check(s) outstanding	
5 Balance (3 less 4 should equal checkbook balance)	

Finance Charge Computation For Personal Line Of Credit

The Finance Charge that accrues in any monthly billing period is determined on each day in the monthly billing cycle by multiplying the Daily Periodic Rate by the outstanding principal balance (after subtracting payments and adding advances posted that day); then we add the results of these calculations for the number of days in the billing cycle. The Daily Periodic Rate is the Annual Percentage Rate in effect during the monthly billing cycle divided by 365.

In Case Of Errors Or Questions About Your Personal Line Of Credit Transactions

A. Pursuant To The Federal Fair Credit Billing Act

If you think your statement is wrong or if you need more information about checking transactions on your statement which did not arise from an electronic transfer, write us as soon as possible at Valley National Bank, Attn: Customer Care, 1720 Route 23, Wayne, NJ 07470-7533, or email us at contactus@valley.com. We must hear from you no later than 60 days after we sent you the first statement on which the error or problem appeared. You can contact us at 800-522-4100, but doing so will not preserve your rights. In your letter, give us your name and account number and the dollar amount of the suspected error. Describe the error and explain, if you can,

why you believe there is an error. If you need more information, describe the item you are unsure about. You do not have to pay any amount in question while we are investigating, but you are still obligated to pay the parts of your statement that are not in question. While we investigate your question, we cannot report you as delinquent or take any action to collect the amount you question.

B. Under Applicable State Law

If you rely upon the 3 months period provided by state law, you may lose important rights that could be preserved by action more promptly under the federal law described in the first paragraph in this section. State law provisions apply only after expiration of the time period for submitting a proper written notice of a billing error under federal law.

In Case Of Error Or Questions About Your Electronic Transfers (Pursuant to the Electronic Fund Transfer Act. Applicable to personal accounts only; does not pertain to wire transfers.)

If you think your statement or receipt is wrong or if you need more information about an electronic transfer on the statement or receipt, please contact us at 800-522-4100; write us at Valley National Bank, Attn: Customer Care, 1720 Route 23, Wayne, NJ 07470-7533, or email us at contactus@valley.com. We must hear from you no later than 60 days after we sent you the first statement on which the error or problem appeared. Tell us your name and account number and the dollar amount of the suspected error. Describe the error or the transfer you are unsure about, and explain as clearly as you can why you believe it is an error or why you need more information. We will investigate your complaint and will correct any error promptly. If we take more than 10 business days to do this or 20 business days if your notice of error involves an electronic fund transfer to or from the account within 30 days after the first deposit to the account was made, we will provisionally credit your account for the amount you think is in error, so that you will have the use of the money during the time it takes us to complete our investigation.

For additional terms and conditions applicable to your account statement, please refer to your account agreement.

1565 0006644 0004-0004 1565





P.O. Box 558
Wayne, NJ 07474-0558

Last Statement:
Statement Ending:
Page:

February 28, 2026
March 31, 2026
1 of 2

1 M0656BLK040126071534 71 000000000 2571 002



MARSH LANDING TOWNHOUSE CONDOMINIUM
IX ASSOCIATION INC RESERVE ACCOUNT
C/O KPG ACCOUNTING SERVICES
3400 TAMIAMI TRL N SUITE 302
NAPLES FL 34103-3717

- Email: contactus@valley.com
- Visit Us Online: www.valley.com
- Mail To: 1720 Route 23, Wayne, NJ 07470

2571 0009551 0001-0002 2571

Account Statement

PROPERTY MANAGEMENT MMA - XXXXXX8591

SUMMARY FOR THE PERIOD: 03/01/26 - 03/31/26

MARSH LANDING TOWNHOUSE CONDOMINIUM

Beginning Balance	+	Deposits & Other Credits	-	Withdrawals & Other Debits	=	Ending Balance
\$60,082.53		\$132.81		\$0.00		\$60,215.34

TRANSACTIONS

Date	Description	Withdrawals & Other Debits	Deposits & Other Credits	Balance
	Beginning Balance			\$60,082.53
03/31	INTEREST CREDIT		\$132.81	\$60,215.34
Ending Balance				\$60,215.34

INTEREST RATE CALCULATIONS

Avg. Stmt. Collected Balance	\$60,082.00	Annual % Yield Earned	2.63%
Year-to-Date Interest Paid	\$392.64	Interest Paid	\$132.81

OVERDRAFT FEES

	Total This Period:	Total Year-To-Date:
Total Overdraft Fees:	\$0.00	\$0.00
Total Return Fees	\$0.00	\$0.00





Account Number:

XXXXXX8591

Statement Date:

03/31/2026

Page :

2 of 2

P.O. Box 558
Wayne, NJ 07474-0558

To Reconcile Your Account

1. Compare the checks listed as paid on your statement with the entries appearing in your checkbook to insure that they have been properly charged to your account.
2. Create a list of all checks that have been issued by you but have not been paid by Valley (Check(s) Outstanding).
3. Add to your checkbook balance any credit not already recorded in the checkbook.
4. Deduct from your checkbook any service charge or other charges [including automatic deductions] which you have not already recorded in your checkbook.
5. Follow the instructions listed in the Balance Reconciliation section below.

Balance Reconciliation

1 Enter ending statement balance	
2 Add deposits recorded in your checkbook but not shown on this statement.	
3 Total (1 plus 2 above)	
4 Subtract total check(s) outstanding	
5 Balance (3 less 4 should equal checkbook balance)	

Finance Charge Computation For Personal Line Of Credit

The Finance Charge that accrues in any monthly billing period is determined on each day in the monthly billing cycle by multiplying the Daily Periodic Rate by the outstanding principal balance (after subtracting payments and adding advances posted that day); then we add the results of these calculations for the number of days in the billing cycle. The Daily Periodic Rate is the Annual Percentage Rate in effect during the monthly billing cycle divided by 365.

In Case Of Errors Or Questions About Your Personal Line Of Credit Transactions

A. Pursuant To The Federal Fair Credit Billing Act

If you think your statement is wrong or if you need more information about checking transactions on your statement which did not arise from an electronic transfer, write us as soon as possible at Valley National Bank, Attn: Customer Care, 1720 Route 23, Wayne, NJ 07470-7533, or email us at contactus@valley.com. We must hear from you no later than 60 days after we sent you the first statement on which the error or problem appeared. You can contact us at 800-522-4100, but doing so will not preserve your rights. In your letter, give us your name and account number and the dollar amount of the suspected error. Describe the error and explain, if you can,

why you believe there is an error. If you need more information, describe the item you are unsure about. You do not have to pay any amount in question while we are investigating, but you are still obligated to pay the parts of your statement that are not in question. While we investigate your question, we cannot report you as delinquent or take any action to collect the amount you question.

B. Under Applicable State Law

If you rely upon the 3 months period provided by state law, you may lose important rights that could be preserved by action more promptly under the federal law described in the first paragraph in this section. State law provisions apply only after expiration of the time period for submitting a proper written notice of a billing error under federal law.

In Case Of Error Or Questions About Your Electronic Transfers (Pursuant to the Electronic Fund Transfer Act. Applicable to personal accounts only; does not pertain to wire transfers.)

If you think your statement or receipt is wrong or if you need more information about an electronic transfer on the statement or receipt, please contact us at 800-522-4100; write us at Valley National Bank, Attn: Customer Care, 1720 Route 23, Wayne, NJ 07470-7533, or email us at contactus@valley.com. We must hear from you no later than 60 days after we sent you the first statement on which the error or problem appeared. Tell us your name and account number and the dollar amount of the suspected error. Describe the error or the transfer you are unsure about, and explain as clearly as you can why you believe it is an error or why you need more information. We will investigate your complaint and will correct any error promptly. If we take more than 10 business days to do this or 20 business days if your notice of error involves an electronic fund transfer to or from the account within 30 days after the first deposit to the account was made, we will provisionally credit your account for the amount you think is in error, so that you will have the use of the money during the time it takes us to complete our investigation.

For additional terms and conditions applicable to your account statement, please refer to your account agreement.



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