

Peoples Bank of Ky., Inc.
Process for Filing Direct Disputes from Consumers

Effective 7/1/2010, consumers may directly dispute inaccurate information that appears in a credit report with the furnisher. Peoples Bank of KY., Inc., is defined as a furnisher. If an individual disputes inaccurate information with a furnisher, that furnisher cannot report the information to a CRA without also including a notice of the dispute. If a furnisher determines that the information is inaccurate, it must block that information from being re-reported to CRAs. Previously, a consumer was forced to pursue the dispute only with the CRA.

We will only respond to consumers' direct disputes in writing, when taken over the phone by a bank employee, when the consumer is in person at one of our branch locations, or if delivered to the "specified address" via U.S. Postal, about information we have reported to a consumer reporting agency, if the direct dispute relates to:

- The consumer's liability for a credit account or other debt with our bank;
- The terms of a credit account or other debt with our bank;
- The consumer's performance or other conduct concerning an account or other relationship with our bank; or
- Any other information contained in a consumer report regarding an account or other relationship with our bank that bears on the consumer's creditworthiness, credit standing, credit capacity, character, general reputation, personal characteristics, or mode of living.

The "specified address" for customers to dispute directly with Peoples Bank is:

Peoples Bank of KY., Inc., Attn: Compliance Department, 106 South Main Cross Street, Flemingsburg, KY. 41041

The bank has 30 days from the date of receipt of the Direct Dispute Form, in which to conduct a reasonable investigation for accuracy, review all the relevant information, and respond to the credit reporting agency with the results and correct the erroneous information with the credit reporting agency. There is no charge for this. The bank will mail a notice stating the dispute investigation has been completed, the results and that the customer should contact the credit reporting agency to obtain a correction.

We are not required to investigate direct disputes if we have reasonably determined that the dispute is frivolous or irrelevant. If the dispute is frivolous or irrelevant, the bank shall mail a notice to the consumer no later than 5 business days after the determination.

The Fair Credit Reporting Act (FCRA) requires each of the nationwide consumer reporting companies — Equifax, Experian, and TransUnion — to provide you with a free copy of your credit report, at your request, once every 12 months. Consumers may request a free annual credit report from:

- Equifax 800.685.1111.
- Experian 888.397.3742.
- Trans Union 800.916.8800

For more information, including information about additional rights, go to www.ftc.gov/credit or write to:
Consumer Response Center
Room 130-A
Federal Trade Commission
600 Pennsylvania Ave. N.W.
Washington, D.C. 20580.

Direct Dispute Form
Peoples Bank of KY., Inc.

Attn: Compliance Department
106 South Main Cross Street
Flemingsburg, KY. 41041

Date: _____

Customer Name: _____

Social Security Number: _____

Date of Birth: _____

Phone Number: _____

Address: _____

City, State, Zip Code: _____

Attention: Compliance Department

I am disputing inaccurate information on my credit report that was furnished by Peoples Bank. I am requesting that you investigate the item(s) indicated below, and promptly remove the inaccurate information and prevent its re-insertion. Please reinvestigate this matter and delete or correct the disputed item(s) from my credit report within the time frame required by the Fair Credit Reporting Act (FCRA) and inform me in writing of the outcome.

_____ Attach a copy of the credit report and circle the inaccurate item(s).

_____ Identify the item(s) by name of source: (creditor, tax court, etc...)

_____ Identify the type of item(s): (credit account, judgment, etc...)

Describe what is inaccurate or incomplete and why: _____

Specify change that needs to be made to the item(s): modify, delete, or permanently block. Attach all supporting documentation (NOT originals) to substantiate the basis of the dispute. This may include a police report, a fraud or identity theft affidavit, a court order or account statements, etc....

Signature: _____

Bank Use Only:

Dispute received in mail _____, taken by phone _____, taken in person _____ Employee Initials: _____

Dispute has been reasonably determined to be frivolous or irrelevant: _____. Mail notice to customer not later than 5 business days after the determination that we will not be investigating.