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Your locally owned Community Bank. Serving all of Highlands County.



24 hour banking 1-877-626-1300

www.heartlandnb.com

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THE PUBLIC SERVICE COMMISSION
CARLOTTA S STAUFFER, COMMISSION
2540 SHUMARD OAK BLVD
TALLAHASSEE FL 32399-7019

Page Account Number: Date: 1 of 1 11/28/14

BUSINESS MMIA

Account Number	THE RESERVE	Statement Dates 11/01/14 thru	11/30/14
Previous Balance	.00	Days in the statement period	30
Deposits/Credits	.00	Average Ledger	0
Checks/Debits	.00	Average Collected	0
Service Charge	.00		
Interest Paid	.00		
Ending Balance	.00		

Daily Balance Information

Date Balance Date Balance Date Balance Date Balance

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IMPORTANT: PLEASE EXAMINE THIS STATEMENT OF YOUR ACCOUNT AND THE ENCLOSED ITEMS AT ONCE. IF NO ERROR IS REPORTED TO US WITHIN 14 DAYS, THIS STATEMENT WILL BE CONSIDERED CORRECT.

ATE OR NUMBER	AMOUNT		
		CHECKBOOK RECONCILIATION	
		ENTER BALANCE THIS	
		STATEMENT	
		ADD RECENT DEPOSITS INOT CREDITED ON THIS STATMENT)	
			× =
		TOTAL \$	(
		SUBTRACT CHECKS OUTSTANDING	
		BALANCE	
			SHOULD AGREE WITH YOUR CHECKBOOK BALANCE AFTER
			DEDUCTING CHARGES AND ADD- ING CREDITS INCLUDED ON THIS
			STATEMENT, BUT NOT SHOWN IN YOUR CHECKBOOK.
			The second secon
TOTAL			
TOTAL			

INQUIRIES ABOUT YOUR DIRECT DEPOSIT

If you have arranged to have direct deposits made to your account at least once every 60 days from the same person or company, you can call us to find out whether the deposit has been made. See below for the correct phone number.

IN CASE OF ERRORS OR QUESTIONS ABOUT YOUR ELECTRONIC TRANSFER

If you think your statement or receipt is wrong or if you need more information about a transfer on the statement or receipt, telephone us or write us (see below for the correct phone number and address) as soon as you can. We must hear from you no later than 30 days after we sent you the FIRST statement on which the error or problem appeared. Please include the following information:

- (1) Your name and account number.
- (2) Description of the error or the transfer you are unsure about and an explanation as clearly as you can why you believe there is an error or why you need more information.
- (3) The dollar amount of the suspected error.

We will investigate your complaint and will correct any error promptly. If we take more the 10 business days to do this, we will recredit your account for the amount you find is in error, so that you will have use of the money during the time it takes us to complete our investigation.

IN CASE OF ERROR OR QUESTIONS CONCERNING YOUR STATEMENT CALL OR WRITE:

863-453-6000 Heartland National Bank 800 West Main Street Avon Park, FL 33825-3608 863-386-1322 Heartland National Bank 5033 U.S. Hwy. 27 North Sebring, FL 33870-1220 863-386-1300 Heartland National Bank 320 US Hwy 27 North Sebring, FL 33870-2147 863-699-1300 Heartland National Bank 600 US Hwy 27 North Lake Placid, FL 33852-7939