

BEAUFORT COUNTY LIBRARY BOARD OF TRUSTEES Wednesday, July 11, 2018 4:00 p.m. Bluffton Branch Library 120 Palmetto Way Bluffton, South Carolina 29910 843.255-6490

In accordance with South Carolina Code of Laws, 1976, as amended, Section 30-4-80(d), all local media was duly notified of the time, date, place and agenda of this meeting.

- I. Call to Order
- II. Pledge of Allegiance
- III. Introduction of Board & Administration
- IV. Public Comment
- V. Approval of Minutes:
 - A. May 9, 2018 Minutes (backup)
- VI. Corresponding/Membership
- VII. Library Director's Report
 - A. Personnel Update
 - B. Projects Update
 - C. Beaufort Library Interior Doors, U.S. Dept. Of Education, Civil Rights Office Complaint
 - D. Smartspot WIFI Loan Project Grant Award
 - E. Donated Art Request (St. Helena Library)
 - F. Branch Visits (Survey Monkey Responses)
 - G. Annual Conflict of Interest Forms for Library Board Members

VIII. Financial Reports:

- A. County Funds
- B. Library Revenues & Trustee Funds (backup)
- C. Library Director's Expenditure Report (backup)

IX. Committee Reports:

- A. Advocacy Lynne Miller, Chair; Laura Sturkie and Brenda Ladson Powell
- B. Finance Committee Joseph Bogacz, Chair; Anna Maria Tabernik and Laura Sturkie, Terry Thomas
- C. Foundation Lynn Miller
- D. Friends of the Library (FOL):

Beaufort: Brenda Ladson Powell

Bluffton: Laura Sturkie Hilton Head: Lynne Miller

- E. School Liaison Brenda Ladson Powell; Chair; Rosalie Richman, Terry Thomas
- F. Policies & Procedures Anna Maria Tabernik, Chair; Rosalie Richman
- G. Strategic Planning Janet Porter; Chair, Anna Maria Tabernik, Brenda Ladson Powell, Lynn Miller, Tracey Robinson,
- H. Challenged Materials Committee Joe Bogacz, Chair; Laura Sturkie, Rosalie Richman.

X. Old Business:

Unaccompanied Minor Policy (Staff Request to Withdraw Proposed Revision)

XI. New Business:

- XII. Executive Session: Discussion of employment, appointment, compensation, promotion, demotion, discipline, or release of an employee.
- XIII. Adjournment

Beaufort County Library BOARD OF TRUSTEES MEETING Minutes – May 9, 2018 – 4:00 p.m.

The third scheduled meeting for 2018 was held at the St. Helena Branch Library.

<u>Trustees</u>: Bernard Kole, *Chair;* Anna Maria Tabernik, *Vice-chair (participated via cell phone)*; Joseph Bogacz, Terry Thomas, Janet Porter, Lynne Miller, Tracey Robinson, and Laura Sturkie.

Absent: Brenda Ladson Powell, Rosalie Richman.

County Council Member: Councilman York Glover Sr., District 3.

<u>Library Staff</u>: Ray McBride, *Director of Libraries*; Traci Cox, *Information Services Coordinator*; Ileana Herrick, *Administrative Assistant*.

<u>Call to Order</u>: The meeting was called to order at 4:01 p.m.

Pledge of Allegiance: Mr. Kole led those present in the Pledge of Allegiance.

Public Comment: None.

Minutes of March 13, 2018: The minutes were unanimously approved as written on a motion from Mr. Bogacz and a second from Ms. Sturkie. There was a unanimous vote.

Correspondence/Memberships: No

Library Director's Report:

Mr. McBride presented his report:

- Personnel:
 - o Vacant positions:
 - o Two (2) full-time and (2) part-time positions are in the process of being filled.

• Projects:

o HVAC system replacements in Beaufort, Bluffton and Hilton Head branches are scheduled to be completed and inspected by May 23, 2018.

Branch Visit Survey: (see attachments)

- Board members will make monthly visits to each library branch to observe facilities and library services.
 - o Each board member will complete an online survey reporting his or her findings.
- Mr. Kole already made a visit to Beaufort and Bluffton Branches.
- Mr. Bogacz made a visit to Hilton Head Branch.
- Ms. Porter made a visit to Hilton Head Branch.
- Mr. Kole added that the board should make a visit to the bookmobile.

Financial Reports: (see attachments)

• Munis Financial Report as of April 30, 2018.

- Library Expenditure Report as of April 16, 2018.
- Trustees and Library Fees Reports as of April 30, 2018.

Committee Reports:

- Advocacy Committee: None.
- Finance Committee: See attachments.
- Trustees Checking Account Report: (see attachment)
 - o Mr. Bogacz explained the report in detail.
 - o The members of the Finance Committee will meet in June to review this account:
 - The committee is planning to draw down these funds or combine them.

• FY 2018 Special Funds:

- Mr. Bogacz explained the report in detail (see attachment).
- Impact-fee Funds: See May report.
- Year-to-date impact-fee expenditures:
 - o Hoopla \$ 92,300.
 - o Bibliotheca \$182,000.
 - o Bookmobile \$21,500.

Impact Fees:

- Mr. McBride explained the library impact-fee fund structure.
 - o Beaufort County collects \$533 for every new home construction.
 - o Beaufort County has five (5) library impact-fee districts.
 - All fees that are collected in those districts must be expended to the benefit of those districts that they are collected in.
- Spending Impact-Fee Funds:
 - The Library Director makes a recommendation to the library board to approve the impact fee expenditures.
 - o The Library board approves/disapproves the recommendation.
 - o The Community Services Committee and Finance Committee of Beaufort County Council make the final authorization/approval.
- The library is authorized to spend 5% of the accrued impact-fee funds for library materials by County Ordinance.
- The County Council is seeking a contractor to conduct an impact-fee study to review/update all county impact fees.

• Fines and Fees Report & Bank Statement: (see attachment)

- Mr. Bogacz explained both reports in detail.
- This revenue is transferred to the *County General Funds* account at the County's discretion.
- Monthly deposits: April: \$7,967.
- Bank Statement Ending balance: \$211K (represents ~ two years of cumulative deposits).

• Budget Update (FY 2018): (see attachment)

- The balance between the *Munis* report and the *Library Internal Expenditure* Report is slightly different. The Internal Report is up-to-date.
- 83% of the FY 2018 Budget has been expended; the library expenditures are on track.
- Additional allocation has been added to library budget to cover the merit-based pay increase already received.
- The proposed FY 2019 Budget will mirror the current FY 2018 Budget.
- The first reading of the FY 2019 Budget is May 14.

• Foundation:

- The next meeting will be on Wednesday, May 23, at Beaufort Branch Library.
- The Annual Fashion Show was successful; the proceeds will be allocated to the Endowment Fund.

• Friends of the Library (FOL):

The Friends of the Library are active supporters:

 Spending ~ \$250K in services, renovations, library programs, and additional library materials.

o Beaufort Branch:

- o They had the Annual meeting on April 26.
- o Carol Brown is the new elected president of the Friends of the Beaufort Library.
- o The committee is working on the next *Book Sale* event that will be held in September.
- O They contributed ~ \$70K for the renovation of the first floor at Beaufort Branch (new circulation desk, etc).

o Bluffton Branch:

o Next meeting will be on May 10th.

o Hilton Head Branch:

- o The Annual Meeting was on May 8; it was well attended.
- o Mr. McBride made a PowerPoint presentation at the Friends Annual meeting.
- O They agreed to fund the new bookmobile (at \$150K); the library will fund the staff and library collection for the vehicle.

• School Liaison:

- See Strategic Planning Committee for more details.
- Mr. Thomas is appointed a new member of this committee.

Policies and Procedures:

Unaccompanied Minor Policy and Safe Child Policy (see attachments):

- Ms. Tabernik made a motion to accept the *Safe Child Policy* as a replacement for the *Unaccompanied Minor Policy*.
 - o Safe Child Policy:
 - o After discussion, the board voted to table the motion and to further review the policy and changes.
 - o There was concern about the age-range and context in the Safe Child Policy.

o The Library Administration will review the *Policy* and work with the Policy and Procedures Committee of the board to be presented at the next board meeting.

<u>Library Code of Conduct Policy</u>: (see attachment)

- Ms. Tabernik presented to the board two recommended additions for public safety (see attachment):
 - o Both recommendations were reviewed and approved previously by the County Attorney.
 - o #21: bicycles are not allowed inside the libraries.
 - o # 22: skateboarding and rollerblading are prohibited.
 - o For more details, please read the attached Policy.
- Ms. Tabernik made a motion to accept the proposed additions to the *Library Code of Conduct Policy* of Beaufort County Library, as presented to all board members. Ms. Porter seconded.
 There was a unanimous vote.
- The policy was disseminated via the website and flyers.

Fine Amnesty:

Public libraries usually conduct a Fine Amnesty every five years.

- Mr. McBride made a recommendation to the Board to hold a Fine Amnesty program:
 - o The customers may get ~\$10 taken off their fine balance.
 - The customers willing to reduce their fines may bring a new children's book to be donated to the "Born to Read" Group.
 - o Mr. McBride proposed to have the Amnesty during the month of December 2018.
- Ms. Tabernik made a motion to approve the Library Director's recommendation of having an *Amnesty Day* in December 2018. Ms. Sturkie seconded. There was a unanimous vote to accept, and the motion carried.

Strategic Planning Committee:

- Ms. Cox presented the *Marketing and Communications Updates* Presentation (see attachment).
 - o Ms. Cox highlighted the priority # 1 Communication and the seven (7) strategies/tasks:
 - Streamline the Library Brand.
 - Develop targeted marketing.
 - Improve internal communication.
 - Develop a marketing plan/matrix.
 - Try marketing by audience.
 - Use Non-Traditional Distribution.
 - Experiment with paid advertising. Library does not have an advertising budget.
 - For more details, please read the attached PowerPoint presentation.

Summer Reading Program:

- The *Beaufort Library* and the *School District* are working jointly on the Summer Reading Program this year.
- o Ms. Cox reported that she is working with some representatives of the school district to coordinate reading lists on the library website with the school system.
 - The reading lists will be organized by categories and alphabetical order in the website:
 - Categories: Elementary, Middle, and High school for easy access.

Challenged Materials Committee:

None.

Executive Session:

- Mr. Kole made a motion to move into an executive session. Mr. Bogacz seconded the motion. There was a unanimous vote. The motion was carried.
- Mr. Kole called the executive session at 5:26 p.m. Mr. Kole adjourned the executive session at 5:59 p.m. and reconvened the regular meeting.

Annual Performance Evaluation of the Library Director:

Mr. Bogacz made a motion to approve the annual performance evaluation for the Library Director. Mr. Thomas seconded. There was a unanimous vote.

Mr. Kole asked whether there was any other business. There being none, the meeting was adjourned at 6:00 p.m. on a motion from Mr. Bogacz and a second from Ms. Sturkie.

Respectfully submitted,

Ray McBride
Library Director

Beaufort County Library System - Budget Update - Fiscal Year 2018 Actual Expenditures as of June 26, 2018

	FY18 Allocation	Expended YTD	Remaining	Notes	
Line Item	\$3,382,555	\$3,336,456	\$46,099	%66	
Personnel Per MUNIS					
(Sal., FICA, Medicare, SC Retirement)					
ADVERTISING	\$750	\$466	\$284	97%	
PRINTING	\$2,628	\$5,587	\$41	%66	
POSTAGE/OTHER CARRIERS	\$56,814	\$54,992	\$1,822	%26	
TELEPHONE	\$23,429	\$23,311	\$118	%66	
ELECTRICITY/NAT'L GAS	\$257,679	\$238,924	\$18,755	93%	
WATER/SEWER/GARBAGE	\$11,480	900'6\$	\$2,474	78%	
MAINTENANCE CONTRACTS	\$80,250	\$75,935	\$4,315	82%	
REPAIRS TO EQUIPMENT	\$300	\$0	\$300	%0	
EQUIPMENT RENTALS	\$7,590	\$6,684	906\$	%88	
PROFESSIONAL SERVICES	\$26,450	\$25,182	\$1,268	826	
OTHER VEHICLE OPER COSTS	\$200	\$9\$	\$132	34%	
GARAGE REPAIRS & MAINT	\$5,147	\$2,425	\$2,722	47%	
BOOKS, SUBS, MEMBERSHIPS	\$2,146	\$2,134	\$12	%66	
TRAINING AND CONFERENCES	\$4,000	\$3,075	\$925	77%	
VEHICLE INSURANCE	\$2,000	\$3,009	(\$1,009)	150%	
INSURANCE BUILDING	\$0	\$11	(\$11)	%0	
UNCLASSIFIED OPERATING	\$2,200	\$2,160	\$40	%86	
SUPPLIES-OFFICE/PHOTO/ETC	\$30,284	\$28,351	\$1,933	94%	
DATA PROCESSING SUPPLIES	\$5,825	\$5,583	\$242	%96	
LIBRARY MATERIALS	\$16,500	\$16,500	\$0	%0	
LIBRARY PERIODICALS	\$8,842	\$9,138	(\$596)	103%	
FUELS/LUBRICANTS	\$7,348	\$5,900	\$1,448	%08	
MINOR OFF FURN/EQP <\$5,000	\$38,007	\$38,344	(\$337)	101%	
DATA PROCESSING EQUIP <\$5,000	\$130,122	\$129,835	\$287	100%	
Insurance-Other	\$0	\$4,253	(\$4,253)	-100%	
	\$4,105,546	\$4,027,329	\$78,217	%86	

Beaufort County Library Fines and Fees

FY2018	•	DET	I	redit Card Beaufort Branch		DIII		redit Card Bluffton Branch		нн		edit Card H Head Branch		STH		dit Card St. Helena Branch		LOB	1	edit Card Lobeco Branch		TOTAL
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August	\$	1,669.31	\$	707.25	\$	1,976.70		1,137.02	\$		\$		\$		-		\$	041.49	\$		\$	5,906.4
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ctober	\$	1,079.41	\$	670.85	\$	1,892.05	\$		\$	1,200.50	\$	385.09	\$	489.39	\$	155.14	\$	564.24	\$	76.80	\$	
lovember	\$	1,637.56	\$	391.81	\$	1,462.49	\$		\$	1,133.00	\$		\$	394.54	\$	132.99	\$	270.03	\$	7.40	\$	6,553.3
ecember	\$	1,005.10	\$	385.52	\$	1,565.70	\$		\$	1,322.38	\$	313.63	\$	239.85	\$	21.21	\$	468.12	\$	41.40	\$	6,011.4
anuary	\$	1,416.52	\$	313.79	\$	1,686.75	\$	402.71	\$	1,410.19	\$	118.99	\$	577.41	\$	12.00	\$	-	\$	-	\$	5,938.
ebruary	\$	1,384.30	\$	493.06	\$	1,861.09	\$	242.73	\$	2,176.51	\$		\$	509.95	\$	-	\$	576.15	\$	-	\$	7,243.
March	\$	983.91	\$	759.80	\$	1,733.25	\$	1,016.12	\$	1,930.24	\$	610.40	\$	617.39	\$	153.39	\$	339.70	\$	31.82	\$	8,176.
April	\$	2,038.08	\$	768.74	\$	1,790.30	\$	1,042.80	\$	985.55	\$	379.20	\$	441.80	\$	151.00	\$	288.55	\$	81.25	\$	7,967.
May	\$	1,050.05	\$	852.78	\$	1,362.89	_	1,281.30	\$	1,507.54	\$		\$	519.54	\$	80.82	\$	337.79	\$	95.73	\$	7,464.
une	\$	1,804.54	-	1,099.30	\$	1,862.61	_	2,214.03	\$	1,349.35	\$		\$	704.05	\$	240.34	\$	392.07	\$	77.80	\$	10,391.
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October	\$	-	\$		\$	126.50	\$		\$	71.05	\$		\$	47.45	\$		\$	130.80	\$	•	-	375.
November	\$	112.50	\$		\$	117.95	\$		\$	40.45	\$		\$	42.40	\$	-	\$	19.75	\$		\$	333.
December	\$	133.70	\$		\$	85.50	\$		\$	192.85	\$		\$	33.80	\$	-	\$	22.05	\$	-	\$	467.
anuary	\$	61.30	\$		\$	115.20	\$	-	\$	65.60	\$		\$	38.05	\$		\$	-	\$	-	\$	280.
February	\$	201.95	\$	-	\$	111.40	\$	-	\$	47.35	\$	-	\$	41.00	\$	-	\$	15.45	\$		\$	417.
March	\$	63.50	\$	-	\$	112.70	\$	-	\$	72.25	\$		\$	43.50	\$	-	\$	-	\$	-	\$	291.
April	\$	77.75	\$		\$	115.30	\$	-	\$	89.50	\$	-	\$	24.80	\$	_	\$	-	\$		\$	307.
May	\$	79.10	\$		\$	93.50	\$		\$	89.45	\$		\$	-	\$	-	\$	28.60	\$	-	\$	290.
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Board of Trustees - Library Board General Ledger As of June 30, 2018

	Type	Date	Num Name	Memo		Amount	Balance
First Citizens Bank (Total)							13,982.65
BDC Collection							616.67
Total BDC Collection							616.67
Bluffton Building Fund							6,227.70
	Bill Pmt -Check	06/27/2018	1251 Best Buy	ELECTRONICS	Accounts Payable	-445.19	5,782.51
Total Bluffton Building Fund						-445.19	5,782.51
Bluffton Miscellaneous Fund Total Bluffton Miscellaneous Fund							39.08
Clover Carolina Room Fund							89.628
Total Clover Carolina Room Fund							89.628
H Scheper Book Fund							3,720.29
Total H Scheper Book Fund Historical Society Fund							3,720.29
Total Historical Society Fund							335.49
Kiwanis Club of Beaufort							143.74
Total Kiwanis Club of Beaufort WEBSTER FAMILY FOUNDATION							143.74 2,000.00
Total WEBSTER FAMILY FOUNDATION							2,000.00
WOLF CREEK ENTERPRISES Total WOLF CREEK ENTERPRISES							20.00
First Citizens Bank (Total) - Other							0.00
Total First Citizens Bank (Total) - Other Total First Citizens Bank (Total)						-445.19	0.00



611-01-01-00 46501 0 C 001 30 50 004 BEAUFORT COUNTY TREASURER LIBRARY ACCT PO BOX 487 BEAUFORT SC 29901-0487

Your account statement

For 06/29/2018

Contact us



BBT.com

(800) BANK-BBT or (800) 226-5228

Your account security is our top priority. That's why BB&T will soon be providing interactive alerts on Business Debit Card transactions. If BB&T suspects fraud, primary account owners who have provided contact information will be automatically contacted through a text, email, Small Business Online banking, U by BB&T or phone. Account owners will be able to respond immediately to secure all cards on the account including those that employees use. Interactive alerts will be automatically included with your BB&T Business Debit Cards.

BB&T. Member FDIC.

■ PUBLIC FUND INT CHECKING 0005222103004

Account	summary	

Your previous balance as of 05/31/2018	\$218,677.66
Checks	- 0.00
Other withdrawals, debits and service charges	- 216.38
Deposits, credits and interest	+ 10,584.02
Your new balance as of 06/29/2018	= \$229,045.30

Interest summary

Interest paid this statement period	\$1.65
2018 interest paid year-to-date	\$9.06
Interest rate	0.01%
THE TOOL TOLO	

Other withdrawals, debits and service charges

DATE	DESCRIPTION	AMOUNT(\$)
06/01	ACH CORP DEBIT TXNS/FEES HRTLAND PMT SYS BEAUFORT COUNTY PUBLI CUSTOMER ID	164.48
	65000010256132	
06/15	MERCH FEE BB&T MERCH SVCS BEAUFORT COUNTY LIBRAR 2000343806	51.90
Total of	ther withdrawals, debits and service charges	= \$216.38

Deposits, credits and interest

DATE	DESCRIPTION	AMOUNT(\$)
06/01	TXNS/FEES HRTLAND PMT SYS BEAUFORT COUNTY PUBLI CUSTOMER ID 650000010256132	137.59
06/04	TXNS/FEES HRTLAND PMT SYS BEAUFORT COUNTY PUBLI CUSTOMER ID 650000010256132	45.80
06/04	TXNS/FEES HRTLAND PMT SYS BEAUFORT COUNTY PUBLI CUSTOMER ID 650000010256132	62.21
06/04	TXNS/FEES HRTLAND PMT SYS BEAUFORT COUNTY PUBLI CUSTOMER ID 650000010256132	135.61
06/05	DEPOSIT	430.30
06/06	TXNS/FEES HRTLAND PMT SYS BEAUFORT COUNTY PUBLI CUSTOMER ID 650000010256132	518.73
06/07	TXNS/FEES HRTLAND PMT SYS BEAUFORT COUNTY PUBLI CUSTOMER ID 650000010256132	237.52
06/07	DEPOSIT	690.54
06/08	TXNS/FEES HRTLAND PMT SYS BEAUFORT COUNTY PUBLI CUSTOMER ID 650000010256132	194.80
06/08	DEPOSIT	344.40
06/08	DEPOSIT	525.00
06/11	TXNS/FEES HRTLAND PMT SYS BEAUFORT COUNTY PUBLI CUSTOMER ID 650000010256132	109.44
06/11	TXNS/FEES HRTLAND PMT SYS BEAUFORT COUNTY PUBLI CUSTOMER ID 650000010256132	159.50
06/11	TXNS/FEES HRTLAND PMT SYS BEAUFORT COUNTY PUBLI CUSTOMER ID 650000010256132	265.79
00/11	TATION LEG TRATE THE GOOD BLOCK OF THE GOOD BLOC	continued

■ PUBLIC FUND INT CHECKING 0005222103004 (continued)

DATE	DESCRIPTION	AMOUNT(\$)
06/11	DEPOSIT	412.15
06/13	DEPOSIT	146.03
06/13	TXNS/FEES HRTLAND PMT SYS BEAUFORT COUNTY PUBLI CUSTOMER ID 650000010256132	162.59
06/14	TXNS/FEES HRTLAND PMT SYS BEAUFORT COUNTY PUBLI CUSTOMER ID 650000010256132	288.22
06/15	TXNS/FEES HRTLAND PMT SYS BEAUFORT COUNTY PUBLI CUSTOMER ID 650000010256132	67.39
06/15	DEPOSIT	305.35
06/18	TXNS/FEES HRTLAND PMT SYS BEAUFORT COUNTY PUBLI CUSTOMER ID 650000010256132	108.21
06/18	TXNS/FEES HRTLAND PMT SYS BEAUFORT COUNTY PUBLI CUSTOMER ID 650000010256132	145.20
06/18	TXNS/FEES HRTLAND PMT SYS BEAUFORT COUNTY PUBLI CUSTOMER ID 650000010256132	160.55
06/18	DEPOSIT	475.00
06/20	TXNS/FEES HRTLAND PMT SYS BEAUFORT COUNTY PUBLI CUSTOMER ID 650000010256132	291.11
06/20	DEPOSIT	698.80
06/21	TXNS/FEES HRTLAND PMT SYS BEAUFORT COUNTY PUBLI CUSTOMER ID 650000010256132	172.80
06/21	DEPOSIT	333.56
06/22	TXNS/FEES HRTLAND PMT SYS BEAUFORT COUNTY PUBLI CUSTOMER ID 650000010256132	115.65
06/25	TXNS/FEES HRTLAND PMT SYS BEAUFORT COUNTY PUBLI CUSTOMER ID 650000010256132	40.32
06/25	TXNS/FEES HRTLAND PMT SYS BEAUFORT COUNTY PUBLI CUSTOMER ID 650000010256132	126.95
06/25	TXNS/FEES HRTLAND PMT SYS BEAUFORT COUNTY PUBLI CUSTOMER ID 650000010256132	174.57
06/27	TXNS/FEES HRTLAND PMT SYS BEAUFORT COUNTY PUBLI CUSTOMER ID 650000010256132	190.83
06/27	DEPOSIT	318.15
06/28	TXNS/FEES HRTLAND PMT SYS BEAUFORT COUNTY PUBLI CUSTOMER ID 650000010256132	197.79
06/28	DEPOSIT	274.22
06/28	DEPOSIT	392.07
06/28	DEPOSIT	458.00
06/28	DEPOSIT	465.80
06/29	TXNS/FEES HRTLAND PMT SYS BEAUFORT COUNTY PUBLI CUSTOMER ID 650000010256132	56.38
06/29	DEPOSIT	147.45
06/29	EFFECTIVE DATE 6-30-18 INTEREST PAYMENT	1.65
Total de	eposits, credits and interest	= \$10,584.02



Questions, comments or errors?

For general questions/comments or to report errors about your statement or account, please call BB&T Phone24 at 1-800-BANK BBT (1-800-226-5228) 24 hours a day, 7 days a week. BB&T Phone24 Client Service Associates are available to assist you from 6 a.m. until midnight ET. You may also contact your local BB&T financial center. To locate a BB&T financial center in your area, please visit BBT.com.

Electronic fund transfers

In case of errors or questions about your electronic fund transfers, if you think your statement or receipt is wrong or if you need more information about a transfer on the statement or receipt, contact us as soon as possible. You may write to us at the following address:

BB&T Liability Risk Management

P.O. Box 996

Wilson, NC 27894-0996

You may also call BB&T Phone24 at 1-800-BANK BBT or visit your local BB&T financial center. We must hear from you no later than sixty (60) days after we sent you the FIRST statement on which the error or problem appeared. Please provide the following information:

- Your name and account number
- Describe the error or transfer you are unsure about, and explain in detail why
 you believe this is an error or why you need more information
- The dollar amount of the suspected error

We will investigate your complaint/concern and promptly take corrective action. If we take more than ten (10) business days to complete our investigation, your account will be credited for the amount you think is in error, minus a maximum of \$50 if we have a reasonable basis to believe that an unauthorized electronic fund transfer has occurred. This will provide you with access to your funds during the time it takes us to complete our investigation. You may have no liability for unauthorized Check Card purchases, subject to the terms and conditions in the current BB&T Electronic Fund Transfer Agreement and Disclosures. If you have arranged for direct deposit(s) to your account, please call BB&T Phone24 at 1-800-BANK BBT to verify that a deposit has been made.

If your periodic statement shows transfers that you did not make, tell us at once. If you do not inform us within sixty (60) days after the statement was mailed to you, you may not get back any money you lost after sixty (60) days. This will occur if we can prove that we could have stopped someone from taking the money if you had informed us in time. If a good reason kept you from informing us, we will extend the time periods.

Important information about your Constant Credit Account

Once advances are made from your Constant Credit Account, an INTEREST CHARGE

will automatically be imposed on the account's outstanding "Average daily balance." The INTEREST CHARGE is calculated by applying the "Daily periodic rate" to the "Average daily balance" of your account (including current transactions) and multiplying this figure by the number of days in the billing cycle. To get the "Average daily balance," we take the beginning account balance each day, add any new advances or debits, and subtract any payments or credits and the last unpaid INTEREST CHARGE. This gives us the daily balance. Then we add all of the daily balances for the billing cycle and divide the total by the number of days in the billing cycle. This gives us the "Average daily balance."

Member FDIC

Billing rights summary

In case of errors or questions about your Constant Credit statement

If you think your statement is incorrect, or if you need more information about a Constant Credit transaction on your statement, please call 1-800-BANK BBT or visit your local BB&T financial center. To dispute a payment, please write to us on a separate sheet of paper at the following address:

BankCard Services Division

P.O. Box 200

Wilson, NC 27894-0200

We must hear from you no later than sixty (60) days after we sent you the FIRST statement on which the error or problem appeared. You may telephone us, but doing so will not preserve your rights. In your letter, please provide the following information:

- Your name and account number
- Describe the error or transfer you are unsure about, and explain in detail why
 you believe this is an error or why you need more information
- The dollar amount of the suspected error

During our investigation process, you are not responsible for paying any amount in question; you are, however, obligated to pay the items on 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 in question.

Mail-in deposits

If you wish to mail a deposit, please send a deposit ticket and check to your local BB&T financial center. Visit BBT.com to locate the BB&T financial center closest to you. Please do not send cash.

Change of address

If you need to change your address, please visit your local BB&T financial center or call BB&T Phone24 at 1-800-BANK BBT (1-800-226-5228).

How to Reconcile Your Account	Outstan	ding Checks and	d Other Debits (Se	ction A)
	Date/Check #	Amount	Date/Check #	Amount
1. List the new balance of your account from your latest statement here:				
Record any outstanding debits (checks, check card purchases, ATM withdrawals, electronic transactions, etc.) in section A. Record				
the transaction date, the check number or type of debit and the debit amount. Add up all of the debits, and enter the sum here:				
Subtract the amount in line 2 above from the amount in line 1				
above and enter the total here:				
4. Record any outstanding credits in section B. Record the transaction				
date, credit type and the credit amount. Add up all of the credits and enter the sum here:	Outstand	ing Deposits ar	nd Other Credits (S	ection B)
5. Add the amount in line 4 to the amount in line 3 to find your	Date/Type	Amount	Date/Type	Amount
balance. Enter the sum here. This amount should match the balance			-	
in your register.				
For more information, please contact your local BB&T relationship man BBT.com, or contact BB&T Phone24 at 1-800-BANK BBT (1-800-226-52				