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Vice-Chair DEBBIE ARNOLD County Member

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Dawn Ortiz-Legg County Member

ED EBY
Special District Member

CHARLES BOURBEAU
City Member

David Watson Public Member

#### <u>Staff</u>

ROB FITZROY
Executive Officer

IMELDA MARQUEZ-VAWTER
Analyst

Morgan Bing Clerk Analyst

Brian A. Pierik Legal Counsel

## San Luis Obispo Local Agency Formation Commission

TO: MEMBERS OF THE COMMISSION

FROM: ROB FITZROY, EXECUTIVE OFFICER

DATE: APRIL 20, 2023

SUBJECT: SECOND QUARTER FISCAL YEAR 2022-2023 BUDGET STATUS AND

**WORK PLAN REPORT** 

## **RECOMMENDATION**

**Action 1:** Review the second quarter budget status and work plan report for Fiscal Year (FY) 22-23 and approve, by motion, to direct the Executive Officer to file it with the County Auditor.

#### **BUDGET OVERVIEW**

This report is the second Fiscal Year (FY) 22-23 quarterly report for the San Luis Obispo Local Agency Formation Commission (LAFCO). The LAFCO operating budget is comprised of four components: 1) salaries, payroll taxes, and benefits, 2) services and supplies, 3) revenues, and 4) fund balance and reserves. Day-to-day management of the budget is based on "bottom-line" principles that allow for variation within individual line-item accounts as long as the overall expenditures remain within the approved budget.

LAFCO's budget is funded by the County, Cities and Independent Special Districts. City and District shares are pro-rated based on general revenues reported to the State Controller's Office on an annual basis. LAFCO also receives revenue from application fees and interest earnings.

The County Auditor Controller provides LAFCO with various financial services. Every financial transaction of LAFCO is processed through the County Auditor's financial system. This approach ensures accuracy, transparency and accountability. The County Auditor's Office also provides LAFCO with claims processing, invoicing and financial review services. The Auditor's financial tracking system assists LAFCO in monitoring the budget and compiling budget report data, as well as provides independent review of the budget.

### **QUARTERLY BUDGET SUMMARY**

**Executive Officer Comments.** The second quarter budget actuals indicate LAFCO continues to be in a strong budgetary position. Expenditures are as expected within the second quarter. Application activity and associated revenue continue to be strong; with 50% of the fiscal year complete we have reached 63% of our revenue projections for proposal applications. Additionally, total revenues are 93% realized.

**Expenditures.** Overall, second quarter expenditures are at 49% with 50% of the fiscal year complete. A detailed budget report is provided in Attachment A. Below is a brief summary of lineitem expenditures:

- Salaries and benefits are 48% expended.
- Services and Supplies are 52% expended.

LAFCO uses a credit card from a program implemented by the Special District Risk Management Association (SDRMA) for public agencies. LAFCO's policy is to pay each bill in full each month. The statements for October, November, and December are included as Attachment B. Additionally, with any "significant value" purchases over \$400, a receipt is provided for that item for further transparency.

- October: Zoom Subscription \$98.50, Microsoft Office Subscription \$37.50, FedEx Scanning \$10.86, Canva Business Cards \$86.50, and USPS Postage \$104.00.
- **November:** Zoom Subscription \$98.50, Microsoft Office Subscription \$37.50, Sherwin Williams Paint Samples \$15.23, USPS Mailings \$19.10, SLO Clerk Recorder Fees \$50.00, and USPS Postage \$70.40.
- **December:** Zoom Subscription \$98.50, Microsoft Office Subscription \$37.50, USPS Mailings \$27.90.

**Revenues.** Overall, revenues are 93% realized through the second quarter. Contributing agencies (Cities, Special Districts and County) have paid 99% of the LAFCO charges billed in the first quarter by the County Auditor. Application fees have been submitted in the amount of \$15,191 or 63% of projected application revenue.

**Fund Balance (Reserves).** Fund Balance is the LAFCO reserve of funds for various expenditures. Fund Balance expenditure requires Commission approval. The current fund balance available is \$301,201.

## **WORK PLAN QUARTERLY UPDATE**

**Executive Officer Comments.** Workload for the second quarter of the FY has been substantial, as expected. While workload will be high, we expect the number of hearings items to remain on the lighter side as we focus on application processing as well as the MSR program which requires substantial internal staff work and reduced need for hearings until such a time when they are ready for Commission consideration. In addition to our typical workload of proposal application processing, we have been onboarding and training the new Clerk Analyst, launching our MSR program, and focusing on internal items such as our new application package and an updated Policies and Procedures manual, as directed by the Commission.

**Work Plan Update**. In conjunction with the FY 22-23 budget process, the Commission adopted an accompanying Work Plan for FY 22-23 (see May 19, 2022, staff report for additional details). Our work prioritization is as follows:

- 1. Process proposal applications as mandated by statute and conduct critical operations necessary for the organization to function.
- 2. Prepare Municipal Service Reviews (MSRs) as mandated by statute, based on the date an MSR was last updated.
- 3. Execute special work efforts as directed by the Commission.

Consistent with the priorities established by the Commission for the FY 22-23 Work Plan, during the second quarter staff have been diligently working on the following items, as well as on-boarding and training the new Clerk Analyst:

- Processing proposal applications including Dana Reserve Specific Plan annexation, multiple County Service Area annexation applications, and annexations into special independent districts
- Initiated MSR for City of Paso Robles, Templeton Community Services District, Heritage Ranch Community Services District, and San Miguel Community Services District, and implemented a new MSR process intended to streamline work efforts, improve coordination, and increase usability of the document
- Initiated new application forms, and an updated Policies and Procedure manual
- Conducted ongoing critical operations, invoicing, payroll, records management, office administration, directory update
- Additional work efforts include response to numerous public inquiries regarding annexations, coordination with numerous districts and cities regarding potential future annexations, coordination with districts regarding activation / divestiture of powers, responses to Public Record Act requests, and reorganizing our record management systems

Work Plan Projections. Looking ahead, we expect the workload to remain high and staff to be operating at full capacity, particularly with large annexation applications such as Dana Reserve and other annexations and reorganizations we anticipate soon. We have had a substantial

number of inquiries and potential items on the horizon, including Oceano Community Services District divestiture of fire authority, various outside user agreements, potential annexations into multiple cities and districts.

Attachment A: Quarterly Budget Status Report

**Attachment B:** Credit Card Statements

# **Attachment A**

Quarterly Budget Status Report

	Adopted		Percent	
	Budget	Expenditures /	Expended/	Projected Year
E dia C	FY 22-23	Revenue	Revenue	End
Expenditures Summary	AC40 C45	4400 040	200/	4540.545
(Services, Supplies, Salaries, Benefits, Taxes)	\$649,615	\$180,919	28%	\$649,615
Revenues Summary				
(Processing Fees, Reserves, Agency Contributions)	\$649,615	\$603,030	93%	\$649,615
Services and Supplies Expenditure Details	1.	1.	1	1.
Computer Software	\$500	\$150	30%	\$500
Copying-Printing	\$300	\$11	4%	\$300
Meals	\$600	\$73	12%	\$600
LAFCO Insurance Policies	\$17,500	\$16,539	95%	\$17,500
Maintenance-Equipment	\$30	\$55	183%	\$30
Maintenance-Software	\$50	\$0	0%	\$50
CALAFCO/ Other Memberships	\$8,800	\$6,722	76%	\$8,800
Employee Mileage Reimbursement	\$200	\$0	0%	\$200
Commissioner Mileage Reimbursement	\$1,500	\$110	7%	\$1,500
Office Supplies	\$2,500	\$278	11%	\$2,500
Custodial Services	\$1,800	\$854	47%	\$1,800
County Auditor Services	\$8,931	\$8,931	100%	\$8,931
Legal Counsel	\$31,200	\$14,800	47%	\$31,200
Postage	\$1,000	\$19	2%	\$1,000
Prof. Services/General/Commissioner Stipends	\$12,000	\$3,657	30%	\$12,000
Publication & Legal Notices	\$1,000	\$179	18%	\$1,000
Training	\$5,000	\$0	0%	\$5,000
Office Lease	\$37,000	\$20,556	56%	\$37,000
Large Equipment	\$1,500	\$5	0%	\$1,500
Small Equipment	\$400	\$0	0%	\$400
Telephone	\$3,000	\$1,230	41%	\$3,000
Travel Expenses	\$2,500	\$0	0%	\$2,500
Utilities	\$4,700	\$707	15%	\$4,700
Board Chambers - IT Support	\$850	\$0	0%	\$850
Vehicle Allowance	\$5,400	\$2,700	50%	\$5,400
Vehicle Rental	\$500	\$0	0%	\$500
Services and Supplies Subtotal	\$148,761	\$77,575	52%	\$148,761
Salary, Benefits and Taxes Expenditures			•	
Salaries	\$315,000	\$154,250	49%	\$315,000
Taxes - FICA SS Employer Match	\$19,530	\$7,751	40%	\$19,530
Taxes - Medicare Employer Match	\$4,568	\$2,155	47%	\$4,568
Pension Employer Contribution	\$88,698	\$43,334	49%	\$88,698
Pension Obligation Bond	\$16,558	\$8,169	49%	\$16,558
SDI/SUI Employer Contribution	\$1,500	\$84	6%	\$1,500
Heath Insurance	\$45,000	\$20,364	45%	\$45,000
Deferred Compensation	\$10,000	\$4,992	50%	\$10,000
Salary, Benefits and Taxes Subtotal	\$500,854	\$241,099	48%	\$500,854
Total Expenditures	\$649,615	\$318,674	49%	\$649,615
•		Revenue To		1.
Revenue Details		Date		
Interest Earned	\$4,000	\$1,395	35%	\$4,000
Environmental Review Fees	\$3,000	\$1,500	50%	\$3,000
Sphere of Influence Fees	\$2,000	\$1,500	75%	\$2,000
Application Processing Fees	\$19,000	\$12,191	64%	\$19,000
Other Revenue (Transfer of Reserves)	\$35,000	\$0	0%	\$35,000
Agency Contributions	+55,000	T ~		700,000
Cities	\$195,538	\$195,538	100%	\$195,538
County	\$195,538	\$195,538	100%	\$195,538
Special Districts	\$195,538	\$195,367	99.9%	\$195,538
·				-
Total Revenue	\$649,615	\$603,030	93%	\$649,615
Reserves Fund Balance	\$262,579	\$301,021	\$0	\$266,021

# **Attachment B**

**Credit Card Statements** 





Account Summary		
Billing Cycle		10/31/2022
Days In Billing Cycle		31
Previous Balance		\$98.08
Purchases	+	\$337.36
Cash	+	\$0.00
Balance Transfers	+	\$0.00
Special	+	\$0.00
Credits	_	\$0.00
Payments	-	\$98.08-
Other Charges	+	\$0.00
Finance Charges	+	\$0.00
NEW BALANCE		\$337.36
Credit Summary		

Acco	unt	Ina	uiries
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<b>Payment</b>	Summary
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 NEW BALANCE
 \$337.36

 MINIMUM PAYMENT
 \$337.36

 PAYMENT DUE DATE
 11/25/2022

**NOTE:** Grace period to avoid a finance charge on purchases, pay entire new balance by payment due date. Finance charge accrues on cash advances until paid and will be billed on your next statement.

Corporat	e Activity			
			TOTAL CORPORATE ACTIVITY	\$98.08-
Trans Date	Post Date	Reference Number	Transaction Description	Amount
10/17	10/20		PAYMENT - THANK YOU	\$98.08-

Cardholder Account Summa	ry			
IMELDA MARQUEZ #### #### ####9	Payments & Other Credits \$0.00	Purchases & Other Cash Advances Charges \$98.50 \$0.00		Total Activity \$98.50
Cardholder Account Detail Trans Date   Post Date   Plan Name	Reference Number	VIIII VIIII		Amount
10/01 10/02 PPI N01		ZOOM US 888-799-9666	1	\$98.50

PLEASE DETACH COUPON AND RETURN PAYMENT USING THE ENCLOSED ENVELOPE - ALLOW UP TO 7 DAYS FOR RECEIPT

\$10,000.00

\$9,662.64

\$0.00

\$0.00 \$0.00

\$0.00

UMPQUA BANK PO BOX 35142 - LB1181 SEATTLE WA 98124-5142

Total Credit Line

Available Cash

Amount Past Due Disputed Amount

Available Credit Line

Amount Over Credit Line



Account Number #### #####

Check box to indicate name/address change on back of this coupon

Closing Date

New Balance \$337.36 Total Minimum
Payment Due
\$337.36

Payment Due Date

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AMOUNT OF PAYMENT ENCLOSED

BL ACCT0 LAFCO 1042 PACIFIC ST SUITE A

SAN LUIS OBISPO CA 93401



MAKE CHECK PAYABLE TO:

լիկանիրայիկի իրի արկարդին անկանին հերաարին հերաարի

UMPQUA BANK COMMERCIAL CARD OPS PO BOX 35142 - LB1181 SEATTLE WA 98124-5142

#### IMPORTANT INFORMATION

Finance Charge Calculation Methods and Computation of Average Daily Balance Subject to Finance Charge: The Finance Charge Calculation Method applicable to your account for Cash Advances and Credit Purchases of goods and services that you obtain through the use of your card is specified on the front side of this statement and explained below:

Method A - Average Daily Balance (including current transactions): The Finance Charge on purchases begins on the date the transaction posted to your account. The Finance Charge on Cash Advances begins on the date you obtained the cash advance, or the first day of the billing cycle within which it is posted to your account, whichever is later. There is no grace period.

The Finance Charges for a billing cycle are computed by applying the Periodic Rate to the "average daily balance" of your account. To get the average daily balance, we take the beginning balance of your account each day, add any new purchases or cash advances, and subtract any payments, credits, non-accruing fees, and unpaid finance charges. This gives us the daily balance. Then we add up all the daily balances for the billing cycle and divide the total by the number of days in the billing cycle.

Method E - Average Daily Balance (excluding current transactions): To avoid incurring an additional Finance Charge on the balance of purchases (and cash advances if Method E is specified as applicable to cash advances) reflected on your monthly statement, you must pay the New Balance shown on your monthly statement on or before the Payment Due Date. The grace period for the New Balance of purchases extends to the Payment Due Date.

The Finance Charges for a billing cycle are computed by applying the Periodic Rate to the "average daily balance" of purchases (and if applicable, cash advances). To get the average daily balance, we take the beginning balance of your account each day and subtract any payments, credits, non-accruing fees, and unpaid finance charges. We do not add in any new purchases or cash advances. This gives us the daily balance. Then we add up all the daily balances for the billing cycle and divide the total by the number of days in the billing cycle.

Method G - Average Daily Balance (including current transactions): To avoid incurring an additional Finance Charge on the balance of purchases (and cash advances, if Method G is specified as applicable to cash advances) reflected on your monthly statement and, on any new purchases (and if applicable, cash advances) appearing on your next monthly statement, you must pay the New Balance, shown on your monthly statement, on or before the Payment Due Date. The grace period for the New Balance of purchases extends to the Payment Due Date.

The Finance Charges for a billing cycle are computed by applying the Periodic Rate to the "average daily balance" of purchases (and if applicable, cash advances). To get the average daily balance, we take the beginning balance of your account each day, add any new purchases or cash advances, and subtract any payments, credits, non-accruing fees, and unpaid finance charges. This gives us the daily balance. Then we add up all the daily balances for the billing cycle and divide the total by the number of days in the billing cycle.

Payment Crediting and Credit Balance: Payments received at the location specified on the front of the statement after the phrase "MAKE CHECK PAYABLE TO" will be credited to the account specified on the payment coupon as of the date of receipt. Payments received at a different location or payments that do not conform to the requirements set forth on or with the periodic statement (e.g. missing payment stub, payment envelope other than as provided with your statement, multiple checks or multiple coupons in the same envelope) may be subject to delay in crediting, but shall be credited within five days of receipt. If there is a credit balance due on your account, you may request in writing, a full refund. Submit your request to the Account Inquiries address on the front of this statement.

By sending your check, you are authorizing the use of the information on your check to make a one-time electronic debit from the account on which the check is drawn. This electronic debit, which may be posted to your account as early as the date your check is received, will be only for the amount of your check. The original check will be destroyed and we will retain the image in our records. If you have questions please call the customer service number on the front of this billing statement.

Closing Date: The closing date is the last day of the billing cycle; all transactions received after the closing date will appear on your next statement.

Annual Fee: If your account has been assessed an annual fee, you may avoid paying this annual fee by sending written notification of termination within 30 days following the mailing date of this bill. Submit your request to the Account Inquiries address on the front of this statement. You may use your card(s) during this 30 day period but immediately thereafter must send your card(s), which you have cut in half, to this same address.

Negative Credit Reports: You are hereby notified that a negative credit report reflecting on your credit record may be submitted to a credit reporting agency if you fail to fulfill the terms of your credit obligations.

#### **BILLING RIGHTS SUMMARY**

In Case of Errors or Inquiries About Your Bill: If you suspect there is an error on your account or you need information about a transaction on your bill, send your written inquiry to the Account Inquiries address on the front of this statement within 60 days of the date of the statement containing the transaction in question. You may telephone us, however a written request is required to preserve your rights.

In your letter, give us the following information:

- Your name and account number.
- 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 bill 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.

Please provide a legal document evidencing your name change, such as a court document.  Please use blue or black ink to complete form					
NAME CHANGE	Last				
	First				
ADDRESS CHANGE	Street				
City		State ZIP Code			
Home Phone ( )		Business Phone (     )			
Cell Phone ( )		E-mail Address			
SIGNATURE REQUIRED TO AUTHORIZE CHANGES Signa	ture				

### **Account Number:**

Cardhol	der Acco	ount Sumi	nary			
		TZROY #### ### ####	Payments & Other Credits \$0.00	Purchases & Other Charges \$37.50	Cash Advances \$0.00	Total Activity
		ount Detai Plan Name	Reference Number	Descr	iption	Amount
10/26	10/27	PPLN01		MSFT * E0200KMW45 n	nsbill.info WA	\$37.50

Cardhol	der Acc	ount Summary				
	MORGAN	BING #### #### ###	#6 Payments & Other Credits \$0.00	Purchases & Other Charges \$201.36	Cash Advances \$0.00	Total Activity \$201.36
Cardhol	der Acc	ount Detail				
Trans Date	Post Date	Plan Name	Reference Number	Descr	iption	Amount
09/30	10/02	PPLN01		FEDEX OFFIC51500051	508 SAN LUIS OBIS	\$10.86
10/14	10/16	PPLN01		CANVA*  03573-285849 DE	28 HTTPSCANVA.CO	\$16.50
10/14	10/16	PPLN01		CANVA*  03573-286073 DE	28 HTTPSCANVA.CO	\$35.00
10/14	10/16	PPLN01		CANVA*  03573-286311 DE	76 HTTPSCANVA.CO	\$35.00
10/21	10/23	PPLN01		USPS PO 0568770075 S	SAN LUIS OBIS CA	\$104.00

Description	FCM <sup>1</sup>	_		Corresponding	rillalice	Effective APR	Eπective	Ending
	1	Daily Balance	Rate *	APR	Charges	Fees **	APR	Balance
	•						•	
PURCHASE	Е	\$0.00	0.06024%(D)	21.9900%	\$0.00	\$0.00	0.0000%	\$337.36
CASH	Α	\$0.00	0.06572%(D)	23.9900%	\$0.00	\$0.00	0.0000%	\$0.00
* Periodic Rate (M)=Monthly (D)=Daily  ** includes cash advance and foreign currency fees  Days In Billing Cycle: 31  APR = Annual Percentage Rat								
Charge Method								
	M)=Monthly (D)=Da advance and foreig Charge Method	CASH A  A)=Monthly (D)=Daily advance and foreign currer Charge Method	CASH A \$0.00  M)=Monthly (D)=Daily advance and foreign currency fees Charge Method	CASH A \$0.00 0.06572%(D)  M)=Monthly (D)=Daily advance and foreign currency fees Charge Method	CASH A \$0.00 0.06572%(D) 23.9900%  M)=Monthly (D)=Daily advance and foreign currency fees Charge Method	CASH A \$0.00 0.06572%(D) 23.9900% \$0.00  M)=Monthly (D)=Daily advance and foreign currency fees Charge Method	CASH A \$0.00 0.06572%(D) 23.9900% \$0.00 \$0.00  M)=Monthly (D)=Daily  advance and foreign currency fees  Charge Method	CASH A \$0.00 0.06572%(D) 23.9900% \$0.00 \$0.00 0.0000%    A)=Monthly (D)=Daily





Account Summary		
Billing Cycle		11/30/2022
Days In Billing Cycle		30
Previous Balance		\$337.36
Purchases	+	\$290.73
Cash	+	\$0.00
Balance Transfers	+	\$0.00
Special	+	\$0.00
Credits	-	\$0.00
Payments	_	\$337.36-
Other Charges	+	\$0.00
Finance Charges	+	\$0.00
NEW BALANCE		\$290.73
0 111 0		

Billing Cycle		11/30/2022	
Days In Billing Cycle		30	
Previous Balance		\$337.36	
Purchases	+	\$290.73	
Cash	+	\$0.00	
Balance Transfers	+	\$0.00	
Special	+	\$0.00	
Credits	-	\$0.00	
Payments	-	\$337.36-	
Other Charges	+	\$0.00	
Finance Charges	+	\$0.00	
NEW BALANCE		\$290.73	
Credit Summary			
Total Credit Line		\$10,000.00	
Available Credit Line		\$9,709.27	
Available Cash		\$0.00	

## **Account Inquiries**

Call us at: (866) 777-9013 Lost or Stolen Card: (866) 839-3485



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Payment Summary			
NEW BALANCE	\$290.73		
MINIMUM PAYMENT	\$290.73		
PAYMENT DUE DATE	12/25/2022		

NOTE: Grace period to avoid a finance charge on purchases, pay entire new balance by payment due date. Finance charge accrues on cash advances until paid and will be billed on your next statement.

Corporate Activity					
			TOTAL CORPORATE ACTIVITY	\$337.36-	
Trans Date	Post Date	Reference Number	Transaction Description	Amount	
11/07	11/08		PAYMENT - THANK YOU SPOKANE WA	\$337.36-	

Cardholder Account Summa	ıry			
IMELDA MARQUEZ #### #### ###9	Payments & Other Credits	Purchases & Other Charges	Cash Advances	Total Activity
	\$0.00	\$98.50	\$0.00	\$98.50
Cardholder Account Detail				
Trans Date   Post Date   Plan Name	Reference Number	Descr	iption	Amount
11/01 11/02 PPI NO1		ZOOM US 888-799-9666	S M/M/M ZOOM US CA	\$98.50

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\$0.00 \$0.00

\$0.00

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Amount Over Credit Line

Amount Past Due

Disputed Amount



Account Number

#### ####

Check box to indicate name/address change on back of this coupon

AMOUNT OF PAYMENT ENCLOSED

**Closing Date** 11/30/22

New Balance \$290.73

Total Minimum **Payment Due** \$290.73

Payment Due Date 12/25/22

MAKE CHECK PAYABLE TO:

**BL ACCT** 1042 PACIFIC ST լիիլարանիկիլիարի արժումիկորդիրություն SUITE A SAN LUIS OBISPO CA 93401

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SEATTLE WA 98124-5142

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Payment Crediting and Credit Balance: Payments received at the location specified on the front of the statement after the phrase "MAKE CHECK PAYABLE TO" will be credited to the account specified on the payment coupon as of the date of receipt. Payments received at a different location or payments that do not conform to the requirements set forth on or with the periodic statement (e.g. missing payment stub, payment envelope other than as provided with your statement, multiple checks or multiple coupons in the same envelope) may be subject to delay in crediting, but shall be credited within five days of receipt. If there is a credit balance due on your account, you may request in writing, a full refund. Submit your request to the Account Inquiries address on the front of this statement.

By sending your check, you are authorizing the use of the information on your check to make a one-time electronic debit from the account on which the check is drawn. This electronic debit, which may be posted to your account as early as the date your check is received, will be only for the amount of your check. The original check will be destroyed and we will retain the image in our records. If you have questions please call the customer service number on the front of this billing statement.

Closing Date: The closing date is the last day of the billing cycle; all transactions received after the closing date will appear on your next statement.

Annual Fee: If your account has been assessed an annual fee, you may avoid paying this annual fee by sending written notification of termination within 30 days following the mailing date of this bill. Submit your request to the Account Inquiries address on the front of this statement. You may use your card(s) during this 30 day period but immediately thereafter must send your card(s), which you have cut in half, to this same address.

Negative Credit Reports: You are hereby notified that a negative credit report reflecting on your credit record may be submitted to a credit reporting agency if you fail to fulfill the terms of your credit obligations.

#### **BILLING RIGHTS SUMMARY**

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In your letter, give us the following information:

- Your name and account number.
- ◆ 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 bill 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.

		cument evidencing your name change, such as a court document. ease use blue or black ink to complete form
NAME CHANGE	Last	
	First	
ADDRESS CHANGE	Street	
City		State ZIP Code
Home Phone ( )		Business Phone (     )
Cell Phone ( )		E-mail Address
SIGNATURE REQUIRED TO AUTHORIZE CHANGES Signa	ture	

Cardhol	der Acco	ount Sum	mary			
F		TZROY #### ## ####4	Payments & Other Credits \$0.00	Purchases & Other Charges \$37.50	Cash Advances \$0.00	Total Activity \$37.50
Cardhol Trans Date		ount Deta Plan Name	il Reference Number	Descr	iption	Amount
11/26	11/27	PPLN01		MSFT * E0200L14KJ MS	BILL INFO WA	\$37.50

Cardholder Account Summary						
	MORGAN I	BING #### #### ##	##6 Payments & Other Credits \$0.00	Purchases & Other Charges \$154.73	Cash Advances \$0.00	Total Activity
		ount Detail	Reference Number	Descri	ption	Amount
10/31	11/01	PPLN01		SHERWIN WILLIAMS 70	I .	\$15.23
11/10 11/17 11/21	11/11 11/18 11/22	PPLN01 PPLN01 PPLN01		USPS PO 0568770075 S SLO CLERK RECORDE USPS PO 0568770075 S	R 805-7815080 CA	\$19.10 \$50.00 \$70.40

Plan	P∣an	FCM1	Average	Periodic	Corresponding	Finance	Effective APR	Effective	Ending
Name	Description	L CIMI.	Daily Balance	Rate *	APR	Charges	Fees **	APR	Balance
Purchase	S	•							
PPLN01	PURCHASE	Ε	\$0.00	0.06024%(D)	21.9900%	\$0.00	\$0.00	0.0000%	\$290.73
001									
Cash									
CPLN01	CASH	Α	\$0.00	0.06572%(D)	23.9900%	\$0.00	\$0.00	0.0000%	\$0.00
001									
* Periodic Rate (M)=Monthly (D)=Daily Days In Billing Cycle: 30									
** includes o	ash advance and fore	eian currei	ncv fees				APR = Ar	nual Perce	ntage Rate





Account Summary		
Billing Cycle		12/30/2022
Days In Billing Cycle		30
Previous Balance		\$290.73
Purchases	+	\$163.90
Cash	+	\$0.00
Balance Transfers	+	\$0.00
Special	+	\$0.00
Credits	-	\$0.00
Payments	-	\$0.00
Other Charges	+	\$35.00
Finance Charges	+	\$5.25
NEW BALANCE		\$494.88
Credit Summary		

## **Account Inquiries**

Call us at: (866) 777-9013 Lost or Stolen Card: (866) 839-3485



Go to www.umpquabank.com



Write us at PO BOX 35142 - LB1181, SEATTLE, WA 98124-5142

Payment	Summary

NEW BALANCE

\$494.88

MINIMUM PAYMENT
PAYMENT DUE DATE

\$494.88 01/25/2023

**NOTE:** Grace period to avoid a finance charge on purchases, pay entire new balance by payment due date. Finance charge accrues on cash advances until paid and will be billed on your next statement.

Corporate Activity					
			TOTAL CORPORATE ACTIVITY	\$40.25	
Trans Date	Post Date	Reference Number	Transaction Description	Amount	
12/30	12/30		LATE FEE	\$35.00	
12/30	12/30		FINANCE CHARGE PURCHASE	\$5.25	

Cardholder Account S	ummary			
IMELDA MARQUEZ #### #### #	Payments & Other Credits \$0.00	Purchases & Other Charges \$98.50	Cash Advances	Total Activity \$98.50
Cardholder Account De Trans Date   Post Date   Plan Na	etail	·	ription	Amount
12/01 12/02 PPLNO	01	ZOOM US 888-799-966	6 WWW ZOOM US CA	\$98.50

PLEASE DETACH COUPON AND RETURN PAYMENT USING THE ENCLOSED ENVELOPE - ALLOW UP TO 7 DAYS FOR RECEIPT

\$10,000.00

\$9,505.12

\$0.00

\$0.00 \$290.73

\$0.00

UMPQUA BANK PO BOX 35142 - LB1181 SEATTLE WA 98124-5142

Total Credit Line

Available Credit Line

Available Cash

Amount Past Due Disputed Amount

Amount Over Credit Line



Account Number

Check box to indicate name/address change on back of this coupon

12/30/22

New Balance \$494.88 Total Minimum
Payment Due
\$494.88

Payment Due Date
01/25/23

.

AMOUNT OF PAYMENT ENCLOSED

\$

BL ACCT LAFCO 1042 PACIFIC ST SUITE A

SAN LUIS OBISPO CA 93401

47818

MAKE CHECK PAYABLE TO:

- Արդանիանիկի իրի արկարդին անկանին հերումին հերումին հերումին հերումին հերումին հերումին հերումին հերումին հեր

UMPQUA BANK COMMERCIAL CARD OPS PO BOX 35142 - LB1181 SEATTLE WA 98124-5142

#### IMPORTANT INFORMATION

Finance Charge Calculation Methods and Computation of Average Daily Balance Subject to Finance Charge: The Finance Charge Calculation Method applicable to your account for Cash Advances and Credit Purchases of goods and services that you obtain through the use of your card is specified on the front side of this statement and explained below:

Method A - Average Daily Balance (including current transactions): The Finance Charge on purchases begins on the date the transaction posted to your account. The Finance Charge on Cash Advances begins on the date you obtained the cash advance, or the first day of the billing cycle within which it is posted to your account, whichever is later. There is no grace period.

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Method E - Average Daily Balance (excluding current transactions): To avoid incurring an additional Finance Charge on the balance of purchases (and cash advances if Method E is specified as applicable to cash advances) reflected on your monthly statement, you must pay the New Balance shown on your monthly statement on or before the Payment Due Date. The grace period for the New Balance of purchases extends to the Payment Due Date.

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Method G - Average Daily Balance (including current transactions): To avoid incurring an additional Finance Charge on the balance of purchases (and cash advances, if Method G is specified as applicable to cash advances) reflected on your monthly statement and, on any new purchases (and if applicable, cash advances) appearing on your next monthly statement, you must pay the New Balance, shown on your monthly statement, on or before the Payment Due Date. The grace period for the New Balance of purchases extends to the Payment Due Date.

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- 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.

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·		ocument evidencing your name change, such as a court document. lease use blue or black ink to complete form
NAME CHANGE	Last	
	First	Middle Middle
ADDRESS CHANGE	Street	
City		
Home Phone ( )		Business Phone (   )
Cell Phone ()		E-mail Address
SIGNATURE REQUIRED TO AUTHORIZE CHANGES Sign	nature	

Cardholder Account Summary									
ROBERT FITZROY ### #### ###	# Payments & Other Credits \$0.00	Purchases & Other Charges \$37.50	Cash Advances	Total Activity					
Cardholder Account Detail  Trans Date   Post Date   Plan Name   Reference Number   Description   Amount									
12/26 12/27 PPLN01	MSFT * E0200LEXEZ MSBILL INFO WA \$37.50								

Cardholder Account Summary									
MORGAN BING #### #### ####		#####6 Payments & Other Credits \$0.00	Purchases & Other Charges \$27.90	Cash Advances	Total Activity				
Cardholder Account Detail									
Trans Date	Post Date	Plan Name	Reference Number	Descr	Amount				
12/19	12/20	PPLN01		USPS PO 0568770075 SAN LUIS OBIS CA \$27					

## Additional Information About Your Account PLEASE NOTE MINIMUM PAYMENT DUE.

Finance Charge Summary / Plan Level Information									
Plan	Plan	FCM1	Average	Periodic	Corresponding	Finance	Effective APR	Effective	Ending
Name	Description	L CINI .	Daily Balance	Rate *	APR	Charges	Fees **	APR	Balance
Purchas	ses	•		•			•		
PPLN01	PURCHASE	Ε	\$290.73	0.06024%(D)	21.9900%	\$5.25	\$0.00	21.9706%	\$494.88
001									
Cash									
CPLN01	CASH	Α	\$0.00	0.06572%(D)	23.9900%	\$0.00	\$0.00	0.0000%	\$0.00
001									
* Periodic Rate (M)=Monthly (D)=Daily Days In Billing Cycle: 30							30		
** includes cash advance and foreign currency fees					APR = A	Annual Percentage Rate			
<sup>1</sup> FCM = Finance Charge Method									
(V) = Variable Rate If you have a variable rate account the periodic rate and Annual Percentage Rate (APR) may vary.									

A-1-16