

Democracy Federal Credit Union Reload + Plus Visa® Prepaid Cardholder Agreement

IMPORTANT – PLEASE READ CAREFULLY

Terms and Conditions/Definitions for the Democracy Federal Credit Union Reload + Plus Visa® Prepaid Card

This document constitutes the agreement ("Agreement") outlining the initial terms and conditions under which the Democracy Federal Credit Union Reload + Plus Visa® Prepaid Card has been issued to you. By accepting and using the Card, you agree to be bound by the terms and conditions contained in this Agreement. If you do not agree to the terms and conditions of this Agreement, you should not use the Card. "Card" means any Democracy Federal Credit Union Reload + Plus Visa® Prepaid Card issued to you by Democracy Federal Credit Union (including any secondary cards you may request). "Issuer" means Democracy Federal Credit Union. "Card Account" means the records we maintain to account for the value of claims associated with the Card. "You" and "your" mean the person or persons who have received the Card and are authorized to use the Card as provided for in this Agreement. "Primary Cardholder" means the individual who purchases the Card. "We," "us," and "our" mean the Issuer, our successors, affiliates or assignees. To purchase the Card, you must: (i) be at least 18 years of age; (ii) be a U.S. resident; and (iii) have a U.S. Social Security Number. You acknowledge and agree that the value available in the Card Account is limited to the funds that you have loaded into the Card Account or have been loaded into the Card Account on your behalf. You agree to sign the back of the Card immediately upon receipt. The expiration date of the Card is identified on the front of your Card. The Card is a reloadable prepaid card. The Card is not connected in any way to any other account. The Card is not a credit card. The Card is not for resale. You will not receive any interest on your funds in the Card Account. The Card will remain the property of the Issuer and must be surrendered upon demand. The Card is nontransferable and we may cancel, repossess, or revoke it at any time without prior notice subject to applicable law. Write down your Card number and the customer service phone number provided in this Agreement on a separate piece of paper in case your Card is lost, stolen, or destroyed. Please read this Agreement carefully and keep it for future reference.

Business Days

For purposes of these disclosures, our business days are [Monday through Friday. Holidays are not included.

Authorized Users

You are responsible for all authorized transactions initiated and fees incurred by use of your Card. If you permit another person to have access to your Card, Card number, and/or Personal Identification Number ("PIN"), we will treat this as if you have authorized such use and you will be liable for all transactions and fees incurred by those persons. You are wholly responsible for the use of each Card according to the terms and conditions of this Agreement. The Primary Cardholder may request up to 4 Cards for authorized users by visiting our website at www.DemocracyFCU.org. All additional Cards provided to authorized users must be separately activated.

Activating Your Card

You will have the opportunity to choose a PIN after you activate your Card. You may keep the PIN assigned to you or set your own unique PIN. You should not write or keep your PIN with your Card. Never share your PIN with anyone. When entering your PIN, be sure it cannot be observed by others and do not enter your PIN into any terminal that appears to be modified or suspicious. If you believe that anyone has gained unauthorized access to your PIN, you should advise us immediately following the procedures in the section labeled "Your Liability for Unauthorized Use."

To activate your Card, visit our website at www.DemocracyFCU.org or call us at 1-866-760-3156.

The Bank Secrecy Act is a federal law that requires all financial institutions to obtain, verify, and record information that identifies each person who opens a Card Account. What this means for you: During the issuance and activation process for any Card, we will ask you to provide certain identification information including your name, address, date of birth, and other information that we may require to identify you. We may also ask to see your driver's license or other identifying documents. You must provide us with verifiable identification information. We will use the information to verify your identity and to activate your Card. Please see our Privacy Policy for further information. We will compare your personal identifying information with certain information provided by the U.S. government and other authorities as required by law and may in our sole discretion decline to activate your Card based on such information. We may make such comparisons from time to time and may, in our sole discretion, cancel your Card at any time. If we decline to activate your Card, and if permitted by law, we will refund the balance on your Card.

Forgotten or Lost PIN

If you have forgotten or lost your PIN, you may contact customer support anytime at 1-866-760-3156 to be reminded of your PIN. A PIN Inquiry fee may apply. Alternatively, you may change your PIN on our website at www.DemocracyFCU.org. If you make more than three (3) unsuccessful attempts when asked to enter your PIN at a merchant terminal or Automated Teller Machine ("ATM"), your PIN will be locked for 24 hours. While your PIN is locked, you will not be permitted to use your Card at an ATM or to make transactions authenticated by your PIN. After 24 hours, your PIN will automatically unlock.

Cash Access

With your PIN, you may use your Card to obtain cash from any ATM or any Point-of-Sale ("POS") device, as permissible by merchants that bear the Visa® or [ALLPOINT, CIRRUS, CO-OP, NYCE, PULSE, STAR, INTERLINK] acceptance marks. All ATM transactions are treated as cash withdrawal transactions. The maximum cumulative daily amount that may be withdrawn: (a) from one or more ATMs using your Card is \$400, or as otherwise set by the ATM owner; (b) through an over-the-counter withdrawal from a participating credit union or other financial institution using your Card is \$400.; and (c) through a point of sales withdrawal from a participating merchant using your Card is \$400.

When you use an ATM not owned by us, you may be charged a fee by the ATM operator or any network used (and you may be charged a fee for a balance inquiry even if you do not complete a fund transfer).

Loading Your Card

You may add funds to your Card, called "value loading", at any time. Value will be "loaded" or added to the Card after it has been activated and the authenticity of the Card and/or "load" instruction has been verified. You can add ("reload") additional value to your Card in any of the following ways: (a) making a payment at your local Democracy Federal Credit Union branch; (b) direct deposit to the Card through an Automated Clearing House ("ACH") funds transfer and receive the funds up to 2 days early dependent on the timing of payer's submission of ach deposit versus the scheduled payment date; (c) visiting [internet address] or calling [telephone number] to initiate an ACH funds transfer from your designated funding account; d) transfer funds to your Card from an eligible checking or savings account held by you at a U.S. financial institution by means of using the Bank's online banking system; or e) visit participating Visa ReadyLink merchants to reload, merchants reserve the right to charge a fee. Find a Visa ReadyLink merchant at: <https://usa.visa.com/pay-with-visa/cards/services-locator.html>. A load or reload fee may apply for each load or reload. The minimum amount of the initial load and each reload transaction load is \$25. The maximum amount of the initial cash load and each cash reload is \$3,000 per transaction, with a total cumulative cash load/reload limit of \$3,000 per day. The maximum amount of value that can reside on the Card at any time is \$3,000. The number of loads on a Non-Personalized Card is limited to 4 including the initial load. Personalized Cards have unlimited reload capabilities. We may increase or decrease these limits from time to time in our sole discretion without prior notice to you. We will limit the number of Cards provided to you. We reserve the right to accept or reject any request to load or reload value to the Card at our sole discretion. With the exception of reloads performed through direct deposit, the Card may only be reloaded by the Cardholder. AN UNAUTHORIZED USER MAY NOT RELOAD FUNDS TO THE CARD.

You can receive Automated Clearing House ("ACH") direct deposits. You may provide your Card Account number for these deposits, but you agree not to provide your Card Account number to third parties to withdraw funds. If you are a party to an ACH entry, you agree to be bound by the rules and regulations of the National Automated Clearing House Association ("NACHA") Operating Rules and Guidelines (collectively, the "NACHA Rules"), the rules of any local ACH, and the rules of any other system through which the entry is made.

Provisional Payment. Credit we give you with respect to an ACH credit entry is provisional until we receive final settlement for that entry through a Federal Reserve Bank. If we do not receive final settlement, you agree that we are entitled to a refund of the amount credited to you in connection with the entry, and the party making the payment to you via such entry (i.e., the originator of the entry) shall not be deemed to have paid you in the amount of such entry.

Notice of Receipt. Under the NACHA Rules, which are applicable to ACH transactions involving your Card Account, we are not required to give next day notice to you of receipt of ACH item and we will not do so. However, we will continue to notify you of the receipt of payments in the account transaction history made available to you.

You may also use the Mobile Cashed Check Load service offered by Ingo Money, Inc. (a third-party service provider) to load funds from eligible cashed checks to your Card using your mobile device. Even though we may allow use of the Mobile Cashed Check Load service to add money to your Card, we do not provide this service and are not responsible for any service-related issues. To use this service, you must agree to the terms and conditions the service provider establishes from time to time. Although we do not charge any fees in connection with Mobile Cashed Check Loads, the service provider providing such service may charge a fee depending on the funding option you select. The terms and conditions, including the applicable fees, will be provided to you at the time you sign up for the service. You can sign up for this service by visiting <https://www.ingomoney.com>. The service provider should notify you about any fees for a particular load before you authorize the load. Generally, you will not have access to the money you load via the Mobile Cashed Check Load service until your check clears (this can take up to ten (10) business days). The service provider may offer immediate funds availability for a fee. See the Ingo Money Service Terms and Conditions at <https://ingomoney.com/terms-conditions.html> for limitations and complete details. Currently, these are the only methods that you can load your Card by check or money order.

Using Your Card/Features

The maximum amount that can be spent on your Card per day is \$3,000. The maximum value of your Card is restricted to \$3,000.

You may use your Card to purchase or lease goods or services wherever, in most instances, Visa Debit cards are accepted as long as you do not exceed the value available on your Card Account. Some merchants do not allow cardholders to conduct split transactions where you would use the Card as partial payment for goods and services and pay the remainder of the balance with another form of legal tender. If you wish to conduct a split transaction and it is permitted by the merchant, you must tell the merchant to charge only the exact amount of funds available on the Card to the Card. You must then arrange to pay the difference using another payment method. Some merchants may require payment for the remaining balance in cash. If you fail to inform the merchant that you would like to complete a split transaction prior to swiping your Card, your Card is likely to be declined.

If you use your Card at an automated fuel dispenser ("pay at the pump"), the merchant may preauthorize the transaction amount up to \$100 or more, even if the purchase amount is less than \$100. If your Card is declined, even though you have sufficient funds available, pay for your purchase inside with the cashier. A preauthorization amount will place a "hold" on your available funds until the merchant sends us the final payment amount of your purchase. Once the final payment amount is received, the preauthorization amount on hold will be removed. It may take up to three (3) days for the hold to be removed. During the hold period, you will not have access to the preauthorized amount. Depending on your remaining balance, the preauthorization could cause another

subsequent purchase to be declined. To avoid a declined purchase, or a hold greater than the actual purchase amount, pay for your gas inside with the cashier.

If you use your Card at a restaurant, a hotel, for a car rental purchase, or for similar purchases, the merchant may preauthorize the transaction amount for the purchase amount plus up to 20% of the purchase amount or more to ensure there are sufficient funds available to cover tips or incidental expenses incurred. All transactions relating to hotels or car rentals may result in a hold for that amount of funds up to thirty (30) days.

If you use your Card to make a telephone call, you may be required to have a minimum available balance of greater than \$15.

If you use your Card number without presenting your Card (such as for a mail order, telephone, or internet purchase), the legal effect will be the same as if you used the Card itself. For security reasons, we may limit the amount or number of transactions you can make on your Card. Your Card cannot be redeemed for cash. You will not use your Card for online gambling or any illegal transaction.

Each time you use your Card, you authorize us to reduce the value available in your Card Account by the amount of the transaction and any applicable fees. You are not allowed to exceed the available amount in your Card Account through an individual transaction or a series of transactions. Nevertheless, if a transaction exceeds the balance of the funds available on your Card, you shall remain fully liable to us for the amount of the transaction and any applicable fees.

Except for Recurring Transactions (defined below), you do not have the right to stop payment on any purchase or payment transaction originated by use of your Card. If you authorize a transaction and then fail to make a purchase of that item as planned, the approval may result in a hold for that amount of funds for up to thirty (30) days.

You may use your Card for any Recurring Transactions. "Recurring Transactions" are transactions that you authorize to have automatically charged to your Card each month or other specified period with or without any further action on your part. Examples of merchants that may use Recurring Transactions include wireless carriers, internet service providers, health clubs, insurance companies that automatically charge monthly premiums, and cable TV services. If you have pre-authorized a third party to deduct Recurring Transactions, you can stop any of these payments. To stop a payment you must provide sufficient advance notice to the party that you authorized to debit your Card balance to allow that party to stop payment before the next payment is scheduled to be made. You may notify us by calling 1-866-760-3156 or writing to us at Cardholder Services, Inc. P.O. box 7235 Sioux Falls, SD 57117-7235. If you notify us orally by telephone, we may require you to provide a written confirmation within fourteen (14) days of your call. You must give us notice by any of these methods in time for us to receive your request three (3) business days or more before the payment is scheduled to be made.

Limitations on Frequency and Dollar Amounts of Transactions

- The maximum number of times you may load or reload your Card per day is 4; Non-Personalized Cards may only be reloaded 4 times after the initial load.
- You may make up to 3 ATM withdrawals per day.
- The minimum amount of the initial load transaction is \$25 and each reload transaction is \$25.
- The maximum amount of the initial cash load is \$3,000 and each cash reload is \$3,000 per transaction, with a total cumulative cash load/reload limit of \$3,000 per day.
- The maximum amount of value that can reside on the Card at any time is \$3,000.
- The maximum cumulative daily amount that may be withdrawn: (a) from one or more ATMs using your Card is \$400, or as otherwise set by the ATM owner; (b) through an over-the-counter withdrawal from a participating credit union or financial institution using your Card is \$400; and (c) through a point of sales withdrawal from a participating merchant using your Card is \$400.
- The maximum amount that can be spent on your Card per day is \$3000.

Non-Visa Debit Transactions

New procedures are in effect that may impact you when you use your Card at certain merchant locations. In the past, transactions have been processed as Visa debit transactions unless you entered a PIN. Now, if you do not enter a PIN, transactions may be processed as either a Visa debit transaction or as an [ALLPOINT, CIRRUS, CO-OP, NYCE, PULSE, STAR, INTERLINK] transaction.

Merchants are responsible for and must provide you with a clear way of choosing to make a Visa debit transaction if they support the option. Please be advised that should you choose to use the [ALLPOINT, CIRRUS, CO-OP, NYCE, PULSE, STAR, INTERLINK] network when making a transaction without a PIN, different terms may apply. Certain protections and rights applicable only to Visa debit transactions as described in this Agreement will not apply to transactions processed on the [ALLPOINT, CIRRUS, CO-OP, NYCE, PULSE, STAR, INTERLINK] network. Please refer to the section labeled "Your Liability for Unauthorized Use" for a description of these rights and protections applicable to Visa debit and non-Visa debit transactions.

To initiate a Visa debit transaction at the POS, swipe your Card through a POS terminal, sign the receipt, or provide your Card number for a mail order, telephone, or internet purchase. To initiate a non-Visa debit transaction at the POS, enter your PIN at the POS terminal or provide your Card number after clearly indicating a preference to route your transaction as a non-Visa debit transaction for certain bill payment, mail order, telephone, or internet purchases.

Returns and Refunds

If you are entitled to a refund for any reason for goods or services obtained with your Card, you agree to accept credits to your Card for such refunds and agree to the refund policy of that merchant. If you have a problem with a purchase that you made with your Card, or if you have a dispute with the merchant, you must handle it directly with the merchant.

Card Replacement

If you need to replace your Card for any reason, you can submit a request via the website at www.DemocracyFCU.org or My card Manager mobile app. Alternatively, you may contact us at 1-866-760-3156 to request a replacement Card; you will be required to provide personal information which may include your Card number, full name, transaction history, etc.

Expiration

Your Card will expire on the date embossed on the front of your Card. You will not be able to use your Card after the expiration date. If you have a Personalized Card, your Card Account is in good standing, and there is a greater than \$0 balance in your Card Account, we will automatically reissue a new Card to you.

Unclaimed Funds

Unless prohibited by applicable law, the balance on an expired Card may become unclaimed funds and income to Democracy Federal Credit Union if, as shown by our records, you have not, within the specified period: (i) caused any activity or received any payments with regard to the Card; (ii) indicated any interest in the Card; (iii) corresponded with us concerning the Card; (iv) otherwise indicated an interest in the Card as evidenced by a writing on file with us; or (v) transacted any business with us.

Charges Made in Foreign Currencies

If you obtain your funds or make a purchase in a currency other than the currency in which your Card was issued, the amount deducted from your funds will be converted by Visa U.S.A. Inc. into an amount in the currency of your Card. The exchange rate between the transaction currency and the billing currency used for processing international transactions is a rate selected by Visa U.S.A. Inc. from the range of rates available in wholesale currency markets for the applicable central processing date, which may vary from the rate Visa U.S.A. Inc. itself receives, or the government-mandated rate in effect for the applicable central processing date. If you obtain your funds or make a purchase in a currency other than the currency in which your Card was issued, the Issuer may assess a foreign currency conversion fee of 1% of the transaction amount.

Receipts

You should get a receipt at the time you make a transaction using your Card. You agree to retain, verify, and reconcile your transactions and receipts.

Card Account Balance/Periodic Statements

You are responsible for keeping track of your Card Account available balance. Merchants generally will not be able to determine your available balance. It's important to know your available balance before making any transaction. You may obtain information about the amount of money you have remaining in your Card Account by calling 1-866-760-3156 or enrolling in alerts/notifications (standard text message and data rates may apply). This information, along with a 12-month history of account transactions, is also available at no charge online at www.DemocracyFCU.org. Statements will also be available for no fee at www.DemocracyFCU.org.

If your card is registered with us, you also have the right to obtain at least 24 months of written history of account transactions by calling 1-866-760-3156 or by writing us at Cardholder Services, Inc. P.O. box 7235 Sioux Falls, SD 57117-7235. You will not be charged a fee for this information unless you request it more than once per month.

The Card, Account, Sub-Account, Set Aside Goals is not a Demand Deposit Account, a demand deposit (checking) account, savings account or other consumer asset account. Unless provided otherwise by Applicable Law, when you sign up for the Card, you do not receive a demand deposit (checking) account, savings account, or other consumer asset account. At our discretion, we may hold multiple Accounts or Sub-Accounts in a "pooled account" at our financial institution consisting of the aggregate of all funds held for all our products. We will hold and move funds in accordance with Applicable Law.

Fees and Other Information

The following fees will be assessed as long as there is a remaining balance on your Card, except where prohibited by law. We will charge you, and you agree to pay, the fees and charges set forth below, which are subject to change. We will provide notice of any changes to the fees or charges at our website www.DemocracyFCU.org and, by accepting this Agreement and using your Card, you consent to such notices delivered through our website. Anytime your remaining Card balance is less than the fee amount being assessed, the balance of your Card will be applied to the fee amount and the remaining fee amount will be deducted on the next load occurrence.