

# THE RELIACARD<sup>®</sup> CARDHOLDER AGREEMENT

(Effective 12/01/2014)

## TERMS AND CONDITIONS FOR THE RELIACARD

By activating, accepting and/or using the ReliaCard ("Card"), you agree to be bound by the terms and conditions contained in this Agreement, which will govern your use of your Card. Your Card is issued by U.S. Bank National Association ("U.S. Bank"), and your Card accesses your prepaid ReliaCard account ("Account"). Your Card has the U.S. Bank and Visa<sup>®</sup> or U.S. Bank and MasterCard<sup>®</sup> Brand Marks. "You" and "your" means the person(s) who received the Card from U.S. Bank and are authorized to use the Card as provided for in this Agreement. "We," "us," and "our" mean U.S. Bank, our successors, affiliates or assigns. Please read this Agreement carefully and keep it for future reference. The laws of the state of Ohio govern the interpretation of this Agreement, without giving effect to conflict of law principles thereof that may cause the law of another state to apply.

Your Card is a prepaid debit card that has been opened on your behalf by your government agency. You will not receive any interest on the funds associated value stored on the Card. The funds are insured by the Federal Deposit Insurance Corporation ("FDIC") up to the maximum allowed by law. This Agreement contains an arbitration provision (including a class action arbitration waiver). It is important that you read the Arbitration Provision section carefully.

**IMPORTANT INFORMATION ABOUT PROCEDURES FOR OPENING A NEW ACCOUNT.** To help the government fight the funding of terrorism and money laundering activities, federal law requires all financial institutions to obtain, verify, and record information that identifies each person who opens an Account. What this means for you: When you open an Account, we will ask for your name, address (P.O. Boxes are not allowed), date of birth and other information that will allow us to identify you. We may also ask to see your driver's license or other identifying documents.

## HOW TO USE YOUR CARD

### 1. You are able to use your Card to:

- A. Pay for purchases at stores and businesses that have agreed to accept the Card ("point-of-sale transactions").
- B. Perform transactions at automated teller machines (ATMs).
- C. Obtain cash over the counter at any bank or credit union that accepts the national association branding on your Card.
- D. Transfer money from your Card to a checking or savings account in the United States, if your program permits. Fees may apply. Such transfers may only be made online at [www.usbankreliacard.com](http://www.usbankreliacard.com). Once transfers are initiated, the timing of funds availability in the receiving account will vary.

**2. Activation; Use of Card, PIN and Terminal.** You can activate your Card by calling us at 855-282-6161 or online at [www.usbankreliacard.com](http://www.usbankreliacard.com). During the activation process, you will select a Personal Identification Number (PIN), which you may use to make point of sale transactions and ATM withdrawals. The Card and PIN are provided for your use and protection, and you agree to:

- A. Make sure only you know your PIN – do not write your PIN on your Card or tell anyone;
- B. Use the Card, the PIN and any ATM as instructed;
- C. Notify us immediately of any loss or theft of your Card or PIN; and
- D. Pay for any purchases, cash withdrawals or other transactions made by you or anyone you allow to use your Card and/or PIN. If you permit someone else to use your Card, we will treat this as your authorization for this person to use your Card and you will be responsible for any transactions initiated by such person with your Card.

**3. Loading your Card.** Your government agency may deposit money (load value) onto your Card at any time. Monies deposited into the Account accessed by your Card and be available for your use to make selected transactions.

## CARD FEES AND TRANSACTION LIMITS

**4.** Under some situations, you will be charged fees for using your Card. We will charge you and you agree to pay the fees and charges (collectively "Fees") described on the Schedule of Fees included with your Card. Fees are subject to change from time to time. You will receive prior notice of Fee increases as required by applicable law. Fees will be deducted automatically from the Card balance. Without limiting the generality of the foregoing, you agree that we may deduct an inactivity fee as permitted by law and described in the Schedule of Fees. You may receive a copy of the current Schedule of Fees by calling us toll free at 855-282-6161 or you may view it online at [www.usbankreliacard.com](http://www.usbankreliacard.com).

**5. Transaction Limitations.** Transaction limitations are displayed in the Fee Schedule included with your Card. For security reasons there may be additional limits on the amount, number or type of transactions you can make using the Card.

## HOW TO OBTAIN ACCOUNT INFORMATION

### 6. Account Information

- A. You may obtain Card balances and review recent Card activity by calling 855-282-6161. This information, along with a 60-day history of Account transactions, is also available online at [www.usbankreliacard.com](http://www.usbankreliacard.com). You also have the right to obtain a 60-day written history of account transactions by calling 855-282-6161, or by writing us at ReliaCard Card Services, P.O. Box 9127, Minneapolis, MN 55480.
- B. Statements in electronic format will be made available during any month in which a transaction occurs. You will be able to view statement information online at [www.usbankreliacard.com](http://www.usbankreliacard.com). The statement will describe all activity on your Card during the statement period.
- C. You may request to receive a monthly paper statement by submitting your request by mail at ReliaCard Card Services, P.O. Box 9127, Minneapolis, MN 55480 or by contacting us by phone at 855-282-6161. You may request to receive a single-month paper statement by submitting your request by mail at ReliaCard Card Services, P.O. Box 9127 Minneapolis, MN 55480, by contacting us by phone at 855-282-6161 or online at [www.usbankreliacard.com](http://www.usbankreliacard.com). The statement will be mailed to the address your government agency provides to us. Paper statements are not available during any month in which a transaction did not occur.
- D. You can get a receipt at the time you make any transfer to or from your Account using an ATM or point of sale terminal.

**7. Contact Information and Business Days and Hours.** For general inquiries by mail, write us at: The ReliaCard Card Services, P.O. Box 9127, Minneapolis, MN 55480. For service inquiries and/or to report your card lost or stolen, call 855-282-6161, 24 hours a day, 7 days a week. Our business days are Monday through Friday. Holidays are not included.

**8. Mobile Alerts.** You may elect to receive electronic notifications ("Alerts") relating to your Account, by signing up online at [www.usbankreliacard.com](http://www.usbankreliacard.com) or by calling 855-282-6161. Alerts will be sent via SMS / text message to a mobile phone, handheld, or other wireless device or by email as designated by you. This service allows you to request and receive certain messages about your Account. You may elect to receive Alerts relating to

specific transactions on your Account. Once you have logged in, you may choose which Alerts you would like to receive, the account(s) to which the Alerts will relate, and a limited number of electronic addresses (which electronic addresses may include email addresses and any devices accepting text messages) to which the Alerts will be sent. You agree to notify us of any change to your electronic addresses in order to ensure continued delivery of your Alerts. You may manage or delete your Alerts online at [www.usbankreliacard.com](http://www.usbankreliacard.com). Alerts will be sent each day, at various times, when transactions occur that meet your specified criteria. You understand and agree that Alerts will not be sent on a "real time" basis, but will rather be sent at the next scheduled delivery time after the specified transaction event occurs. We reserve the right to change the frequency or timing of Alerts, at any time and from time to time. Alerts are not intended to replace your account statements or any other communications we may provide to you regarding your Account. You are responsible for and must provide all telephone and other equipment, software, and services necessary to receive Alerts. By providing us with your cellular phone number, you consent to receiving SMS messages related to Alerts. Data and messaging charges from your telecommunications provider may apply, and you are responsible for any such charges. In the event your enrolled mobile or cellular device is lost or stolen, you agree to update your enrollment information and make the appropriate changes to disable the use of such devices. You understand that there are risks associated with using a mobile device, and that in the event of theft or loss, your confidential information could be compromised. We are not responsible for any failures on the part of your telecommunications, internet and/or email provider to properly enable your receipt of Alerts.

## **IMPORTANT INFORMATION ABOUT USING YOUR CARD**

**9. Holds Upon Authorization.** Transactions with some merchants - restaurants, car rental agencies, hotels, salons, mail-order companies, cruise lines and pay-at-the-pump gas stations, for example - will authorize in an amount greater than your purchase. These held funds will not be available for other purchases. The authorized amount will be held until the transaction posts to your Card.

### **10. Split Transactions; Rescinded Transactions; Failure to Honor**

- A. If you do not have enough money on your Card to complete a particular transaction, you may split your purchases between your Card and another credit or debit card or cash. If you do not know your exact balance, please call customer service at 855-282-6161 to verify your balance prior to attempting to make a purchase.
- B. If you authorize a purchase but do not make the purchase as planned, the authorized amount will be subtracted from your Card balance for up to seven (7) days.
- C. Neither we nor any other bank or business will be liable to you for failure to accept or honor the Card.

**11. Returns and Refund.** If there is a problem or dispute with a purchase of goods or services, you must address it directly with the merchant involved. Refunds and returns are subject to the merchant's policies or applicable laws. 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 in place of cash.

**12. Payment.** Each time you use your Card, the amount of the transaction will be debited from the Account. You may not be allowed to exceed the funded balance available on your Card by any individual or series of purchases. Nevertheless, if you make a purchase that exceeds the balance on your Card (an "overdraft"), you will be fully responsible for the amount of your purchase or withdrawal that exceeded the balance available on your Card. We also reserve the right to automatically debit such overdrafts from current or future money deposited to your Card or any other account you have with us. In such case, you agree to be responsible for payment to us for all overdrafts.

### **13. Using Your Card in a Foreign Country**

**For Visa Cards:** You may use your Card for retail purchases at foreign (outside the United States) merchants and for cash withdrawals from foreign ATMs that bear either the PLUS System or the Visa logo. Some merchant and ATM transactions, even if you and/or the merchant or ATM are located in the United States, are considered foreign transactions under the applicable Visa rules, in which case we will add the "foreign fee" described below to those transactions. We do not control how these merchants, ATMs and transactions are classified for this purpose. The exchange rate in effect when the transaction is processed may differ from the rate in effect on the date of the transaction or the date of the posting of the transaction to your Account. If you use your Card at a merchant or an ATM that bears the Visa logo (and no PLUS System logo), the transaction will be processed through the Visa system and will be converted into U.S. Dollars according to the applicable rules established by Visa from time to time. For transactions processed through Visa, the foreign currency transaction will be converted to U.S. Dollars by multiplying the amount of the foreign currency times (a) a rate selected by Visa from the range of rates available in wholesale currency markets for the applicable central processing date, which rate may vary from the rate Visa itself receives, or (b) the government-mandated rate in effect for the applicable central processing date. To the converted transaction we will add a "foreign fee" of 3% times the resulting dollar amount. If your foreign transaction is processed by Visa and is in or converted to U.S. Dollars prior to being processed by Visa, we will add a "foreign fee" of 2% times the U.S. Dollar amount. If you use your Card at an ATM that bears only the PLUS System logo (and no Visa logo), the transaction will be processed through the PLUS System and will be converted into U.S. Dollars at the exchange rate established, from time to time, by the operator of that ATM. To the converted transaction we will add a "foreign fee" of up to 3% times the resulting dollar amount. If you use your Card at an ATM that bears both the Visa and PLUS System logos, the ATM operator will determine whether to send your transaction over the Visa or PLUS System network using such network's respective currency conversion rules then in effect (as explained above).

**For MasterCard Cards:** You may use your Card for retail purchases at foreign (outside the United States) merchants and for cash withdrawals from foreign ATMs that bear either the Cirrus or the MasterCard Acceptance Marks. Some merchant and ATM transactions, even if you and/or the merchant or ATM are located in the United States, are considered foreign transactions under the applicable MasterCard rules, in which case we will add the "foreign fee" described below to those transactions. We do not control how these merchants, ATMs and transactions are classified for this purpose. If you use your card at a merchant or ATM that bears these Acceptance Marks, MasterCard International Incorporated will convert the transaction into a U.S. Dollar amount using its currency conversion procedure. The currency conversion rate used by MasterCard International to determine the transaction amount in U.S. Dollars is generally either a government mandated rate or a wholesale rate determined by MasterCard International for the processing cycle in which the transaction is processed. To the converted transaction we add a "foreign fee" of 3% times the resulting dollar amount. We may assess the "foreign fee" on all foreign transactions, even in transactions that do not require currency to be converted.

**14. Other Terms.** We may transfer our rights under this Agreement. Use of your Card is subject to all applicable rules and customs of any clearinghouse or other association involved in transactions. Your Card may not be used for any unlawful purpose. You agree that you will not use your Card for internet-gambling or any transaction that is illegal under applicable law. We do not give up our rights by delaying or failing to exercise them at any time. If any term of this Agreement is found by a court to be illegal or unenforceable; all other terms will still be in effect. From time to time, we may monitor telephone calls you make to us or our agents.

**15. Contact in the Event of Loss, Theft or Unauthorized Use.** If you believe your Card has been lost or stolen or that someone has transferred or may transfer money from your Card without your permission, call us toll free, 24 hours a day, 7 days a week at 855-282-6161 or write to us at ReliaCard Card Services, P.O. Box 9127, Minneapolis, MN 55480. If your Card has been lost or stolen, we will close your Card to keep losses down.

**16. Your Liability for Unauthorized Transactions**

- A. Tell us AT ONCE if you believe your Card or PIN has been lost or stolen or if you believe that an electronic fund transfer has been made without your permission. Telephoning us is the best way of keeping your possible losses down. You could lose all the money on your Card. If you tell us within two business days after you learn of the loss or theft of your Card or PIN, you can lose no more than \$50 if someone used your card without your permission. If you do NOT tell us within two business days after you learn of the loss or theft of your Card, and we can prove we could have stopped someone from using your Card without your permission if you had told us, you could lose as much as \$500.
- B. Also, if your statement or transaction history shows transactions that you did not make, including those made by card, PIN or other means, tell us at once. If you do not tell us within 60 days after the earlier of the date you electronically access your Account, if the transaction could be viewed in your electronic history, or the date we sent the first statement or transaction history on which the unauthorized transfer appears, you may not get back any money you lost after the 60 days if we can prove we could have stopped someone from taking the money if you had told us in time.
- C. If a good reason (such as a long trip or a hospital stay) kept you from telling us, we will extend the time periods.

**17. Your Right to Dispute Errors**

- A. In case of errors or questions about your Card, call 855-282-6161 or write to The ReliaCard Card Services, P.O. Box 9127, Minneapolis, MN 55480, as soon as you can if you think your statement, transaction history, or receipt is wrong or if you need more information about a transaction listed on the statement, transaction history, or receipt. We must allow you to report an error until 60 days after the earlier of the date you electronically access your Account, if the error could be viewed in your electronic history, or the date we sent the FIRST written history on which the error appeared. You may request a written history of your transaction at any time by calling us at 855-282-6161 or writing us at ReliaCard Card Services, P.O. 9127, Minneapolis, MN 55480.
- B. The following information must be contained in that notice:
  - (i) Your name and your U.S. Bank ReliaCard Card number.
  - (ii) The dollar amount of the suspected error.
  - (iii) The date the transaction occurred.
  - (iv) Describe the error or the transaction you are unsure about and explain as clearly as you can why you believe it is an error or why you need more information.
- C. If you tell us orally, we may require that you send us your complaint or question in writing within 10 business days after speaking with us.
- D. We will determine whether an error occurred within 10 business days after we hear from you and will correct any error promptly. If we need more time, however, we may take up to 45 days to investigate your complaint or question. If we decide to do this, we will provisionally credit your Account within 10 business days for the amount you think is in error, so that you will have the use of the money during the time it takes us to complete our investigation. If we ask you to put your complaint or question in writing and we do not receive it within 10 business days, we may not credit your Account, although we will still investigate your complaint or question. For errors involving new Cards (open less than 30 days), point of sale, or foreign initiated transactions, we may take up to 90 days to investigate your complaint or question. For new Cards, we may take up to 20 business days to credit your Card for the amount you think is in error.
- E. If we decide there was no error, we will send you a written explanation within three business days after we finish our investigation. You may ask for copies of the documents used in our investigation. If we have issued provisional credit to you and there is no error, the amount of that credit will be subtracted from your Card. We will give you advance notice of the amount and date of the debit against your Card for that credit. If you need more information about our error-resolution procedures, call us at the telephone number shown above.

**18. Preauthorized Payments**

- A. Right to stop payment and procedure for doing so. If you have preauthorized payments with your Card, you can stop any of these payments. Here's how: Call us at 855-282-6161 or write us at ReliaCard Card Services, P.O. Box 9127, Minneapolis, MN 55480, in time for us to receive your request 3 business days or more before the payment is scheduled to be made. If you call, we may also require you to put your request in writing and get it to us within 14 days after you call.
- B. Notice of varying amounts. If these regular payments vary in amount, the person you are going to pay will tell you, 10 days before each payment, when it will be made and how much it will be. You may choose instead to get this notice only when the payment would differ by more than a certain amount from the previous payment, or when the amount would fall outside certain limits that you set.
- C. Liability for failure to stop payment of preauthorized transfer. If you order us to stop payment 3 business days or more before the transfer is scheduled, and we do not do so, we will be liable for your losses or damages.

**OUR LEGAL RIGHT TO CHANGE OR CANCEL THE AGREEMENT**

**19. Amendment and Cancellation.** We may at any time change or cancel these terms and conditions. Refer to [www.usbankreliacard.com](http://www.usbankreliacard.com) for the most current terms. You will be notified of any change before it goes into effect in the manner provided by applicable law. However, if the change is made for security purposes, we can implement such change without prior notice. We may cancel or suspend this Agreement or any features or services of the Card described herein at any time. You may cancel this Agreement by notifying the government agency depositing money to your Card of the cancellation and returning the Card to us. Your termination of this Agreement will not affect any of our rights or your obligations arising under this Agreement before it was cancelled.

**PRIVACY PLEDGE AND DISCLOSURE OF CARD INFORMATION**

**20.** We will disclose information to third parties about your Card or the transfers you make: (i) where it is necessary for completing transfers, (ii) in order to verify the existence and condition of your Account for a third party, such as a credit bureau or merchant, (iii) in order to comply with government agency or court orders, or (iv) if you give us your written permission. You will receive a copy of our Privacy Pledge at least once annually. We also post it on our Web site at [www.usbank.com](http://www.usbank.com). Our Privacy Pledge describes how we collect, protect and use your confidential financial and other information and the circumstances in which we share your information with members of our corporate family and with unaffiliated third parties. The Privacy Pledge also tells you how you can: (i) limit the ways we share, or (ii) limit the ways we can market to you.

**ADDITIONAL RELIACARD PROGRAM INFORMATION**

**21. Program Information.** You are electing to participate in the ReliaCard Card program authorized by your government agency that may be discontinued at some time in the future. If the program is discontinued, you will be notified in advance and given the option to receive your funds by check or by direct deposit into a bank account. This program is provided by U.S. Bank National Association, which may contact you from time to time about this program or other services related to this program.

## 22. Our Liability

- A. If we do not complete a transfer to or from your Card on time or in the correct amount according to our agreement with you, we will be liable for your losses or damages with some exceptions. We will not be liable, for instance:
- (i) If, through no fault of ours, you do not have enough money in your Card to make the transfer.
  - (ii) If the automated teller machine where you are making the transfer does not have enough cash.
  - (iii) If the terminal system was not functioning properly and you were aware of that when you started the transfer.
  - (iv) If circumstances beyond our control (such as fire or flood) prevent the transfer, despite reasonable precautions that we have taken.
  - (v) There may be other exceptions stated in our agreement with you.

## 23. Role of Your Government Agency

- A. Your government agency is responsible for transferring funds to us to load onto your Card. These funds will be transferred by your government agency to us and loaded onto your Card by us according to the schedule agreed to by your government agency and us. We have no obligation to you in the event your government agency delays in providing or fails to provide funds to your Card.
- B. Your government agency may retain the right to deduct funds from the funds stored on the Card in order to correct a previous error or overpayment to you or for other reasons. You hereby authorize us to accept instructions from your government agency to add or deduct funds from your Card and in the case of a deduction to return those funds to your government agency. If you have a dispute with your government agency about the amount of your wages, salary or other compensation, or the amount that the government agency loads onto or deducts from your Card, you agree to not involve us in that dispute and to resolve that dispute solely with your government agency.
- C. You acknowledge and agree that except as set forth in this Section, your government agency shall not be liable for any claims by you in connection with this Agreement.

## 24. Arbitration

- A. You agree that either you or we can choose to have binding arbitration resolve any claim, dispute or controversy between you and us that arises from or relates to this Agreement or your Card and Account (individually and collectively, a "Claim"). This does not apply to any Claim in which the relief sought is within the jurisdictional limits of, and is filed in, a small claims court. If arbitration is chosen by any party, the following will apply:
- (1) NEITHER YOU NOR WE WILL HAVE THE RIGHT TO LITIGATE A CLAIM IN COURT OR TO HAVE A JURY TRIAL ON A CLAIM, OR TO ENGAGE IN PRE-ARBITRATION DISCOVERY, EXCEPT AS PROVIDED FOR IN THE APPLICABLE ARBITRATION RULES.
  - (2) Arbitration will only decide our or your Claim, and you may not consolidate or join the claims of other persons who may have similar claims. YOU WILL NOT HAVE THE RIGHT TO PARTICIPATE AS A REPRESENTATIVE OR MEMBER OF ANY CLASS OF CLAIMANTS, OR AS A PRIVATE ATTORNEY GENERAL, PERTAINING TO ANY CLAIM SUBJECT TO ARBITRATION.
  - (3) The arbitration will be performed in accordance with this Arbitration Provision and the rules of the chosen arbitrator in effect when the Claim is filed.
  - (4) The arbitrator's decision will generally be final and binding, except for the limited right of appeal provided by the Federal Arbitration Act.
  - (5) Other rights that you would have if you went to court might also not be available in arbitration.
- B. The party commencing the arbitration may select to use either JAMS or the American Arbitration Association ("AAA") (or, if neither of these arbitration organizations will serve, then a comparable substitute arbitration organization agreed upon by the parties, or if the parties cannot agree, chosen by a court of competent jurisdiction). If JAMS is selected, the arbitration will be handled according to its Streamlined Arbitration Rules unless the Claim is for \$250,000 or more, in which case its Comprehensive Arbitration Rules shall apply. If the AAA is selected, the arbitration will be handled according to its Commercial Arbitration Rules. You may obtain rules and forms for JAMS by contacting JAMS at 1-800-352-5267 or [www.jamsadr.com](http://www.jamsadr.com) and for the AAA by contacting the AAA at 1-800-778-7879 or [www.adr.org](http://www.adr.org). Any arbitration hearing that you attend will take place in the federal judicial district where you reside. At your request, we will advance your filing and hearing fees for any Claim you may file against us. If you prevail on your Claim, we will pay your arbitration costs and fees, other than attorney, expert and witness fees and expenses. We will also pay any fees or expenses that applicable law requires us to pay. The arbitrator shall apply applicable substantive law consistent with the Federal Arbitration Act, 9 U.S.C. §§ 1 through 16, including but not limited to applicable statutes of limitation, and shall honor claims of privilege recognized at law. Judgment upon the award rendered by the arbitrator may be entered in any court having jurisdiction.
- C. This Arbitration Provision shall survive termination of this Agreement and your Card and Account. Notwithstanding any language in this Agreement to the contrary, this Arbitration Provision shall be governed by federal law, including the Federal Arbitration Act. Notwithstanding any language of this Agreement to the contrary, should any portion of this Arbitration Provision be held invalid or unenforceable by a court or other body of competent jurisdiction, this entire Arbitration Provision shall be automatically terminated and all other provisions of this Agreement shall remain in full force and effect.

- 25. Second Card to Access Your Account.** If your program permits an additional Card to be issued to access your Account (a "Secondary Card"), the person to whom the Card and Account was first issued (the "Primary Account Holder") may request us to issue a Secondary Card to a trusted person who is 13 years of age or older. The Primary Account Holder is at all times liable and responsible for all transactions, fees, resulting negative balances and all other activity with respect to the Secondary Card. The holder of the Secondary Card may report that Card as lost or stolen. All other Account maintenance can only be conducted by the Primary Account Holder.

If you wish to terminate the authority of the holder of the Secondary Card to access your Account, you must recover the Secondary Card from that person, destroy the Secondary Card, and call us to report there is no longer a Secondary Card for your Account. The Primary Account Holder will continue to be liable for all transactions, fees and other activity resulting from continued use of the Secondary Card unless you request that we cancel all of your Cards and issue a replacement Card for you. In addition, if you notify us of your decision to terminate the Secondary Card, we may elect to terminate all your Cards and issue you a replacement Card. If you notify us to terminate the Secondary Card and request that, or we elect to, cancel all your Cards, you will not have access to your Account until a replacement Card is received by you. To the extent permitted by law, you are also liable and responsible for all costs and expenses, including attorneys' fees, that we incur enforcing these rules governing the Secondary Card.

- 26. Cellular Phone Contact Policy** By providing us with any telephone number used for a mobile or other wireless device now or in the future, including a number that you later convert to a cell phone number, you are expressly consenting to receiving communications - including but not limited to prerecorded or artificial voice message calls, text messages, and calls made by an automatic telephone dialing system - from us and our affiliates and agents for non-marketing purposes. Calls and messages may incur access fees from your cellular provider.

## 27. Bill Pay Service

- A. The following terms and conditions apply to your use of the Bill Pay Service, which may or may not be enabled by the funder of your Account. The Bill Pay Service is available online at [www.usbankreliacard.com](http://www.usbankreliacard.com). After you set up a Payee, you may also call us at 855-282-6161 to schedule a payment.
- B. To use the Bill Pay Service, you must first setup a list of Payees online. A "Payee" is a company or individual in the United States that sends you bills and that you choose to pay through the Bill Pay Service. If your Payee is a large national or regional biller (e.g. a utility company or an insurance company), the Bill Pay Service may utilize MasterCard's Remote Payment Processing Service (RPPS) to process Bill Payments to this Payee. If your Payee is a smaller biller or an individual (e.g. a landlord), the Bill Pay Service may send a paper check to this Payee. In this case, you are required to enter a correct and complete address for this Payee. You authorize us to process the Bill Payments permitted under these terms and conditions for you as requested by you from time to time, and you authorize us to post transactions to your Account as directed.
- C. You are responsible for providing accurate account information and the necessary address information to ensure funds are applied to the correct account and delivered to the correct address. Inaccurate account data or address information may cause Bill Payments to fail or be misdirected. We reserve the right to refuse to make payments to certain Payees in our sole discretion.
- D. You may schedule a one-time Bill Payment or preauthorized recurring Bill Payments in a fixed amount. If you schedule a Bill Payment for the current date, you authorize us to debit your Account immediately in the amount of the Bill Payment plus any applicable fees.
- (i) If the Account balance is not sufficient for the Bill Payment plus applicable fees, you will receive an error notice of Insufficient Funds and the Bill Payment will have a status of **Failed**.
- (ii) If the Account balance is sufficient, the Bill Payment will have a status of **Pending**.
- (iii) If you schedule a Bill Payment for a date in the future, the Bill Payment will have a status of **Scheduled**. We will start processing a Scheduled Bill Payment on its Payment Date. You authorize us to debit your Account on the Payment Date, in the amount of the Bill Payment plus any applicable fees.
- (iv) If, on the Payment Date for a Scheduled Bill Payment, the Account balance is not sufficient for the Bill Payment plus applicable fees, the Bill Payment status will change to **Failed**.
- (v) If, on the Payment Date for a Scheduled Bill Payment, the Account balance is sufficient, the Bill Payment status will change to **Pending**.
- E. We shall use reasonable efforts to properly and timely make your Bill Payments as directed by you. However, we cannot guarantee that any Bill Payment will be received by the payment due date. We are not responsible for any costs, late fees or other damages incurred if Bill Payments are not received by the Payee on or before the payment due date. You must schedule Bill Payments at least 4 business days prior to their due dates to ensure adequate time to process the Bill Payments and allow the Payees to credit your account with them.
- F. Bill Payments are processed on business days, Monday – Friday except for federal holidays. Bill Payments scheduled before 8:00 P.M. Central Time are submitted for processing on the same business day. Bill Payments scheduled on or after 8:00 P.M. are submitted for processing the next business day. If your Scheduled Bill Payment falls on a non-business day, the payment will be processed on the next business day.
- G. Refer to the Fee Schedule included with your Card for limits that apply to your Account generally and for the Bill Pay Transaction limits, which are in addition to transaction limits that apply to your Account generally (for security reasons, there may be additional limits on the amount, number or type of Bill Pay Transactions you can make). The Fee Schedule included with your Card also lists the Bill Pay Transaction fees.
- H. If the Bill Payment cannot be processed for any reason, the Bill Payment status will be a "Failed" status. We are under no obligation to notify you if we do not complete a Bill Payment for any reason. We are not responsible for nonpayment, late fees or other damages incurred due to failed Bill Payments. Failed Bill Payments will be credited to your prepaid account within 5 business days of the notification by RPPS or the Payee that the Bill Payment failed. If a Bill Payment fails because of insufficient funds, you should notify the Payee immediately and make the necessary arrangements to reschedule payment.
- I. You may cancel any payment in a Pending or Scheduled Status. If the Payment is Pending you must call us at 855-282-6161 prior to 8:00 P.M. Central Time to cancel the payment. If the payment is Scheduled you can cancel it online at [www.usbankreliacard.com](http://www.usbankreliacard.com) or you may call us at 855-282-6161. You understand and agree that once we have begun processing a payment it cannot be cancelled. If the payment has been submitted for processing, it will be necessary to contact the Payee directly to reverse any payments made through this Service. Bill Payment fees (if applicable) are not refunded if Pending Bill Payments are cancelled and a cancellation fee may apply. Refer to the Preauthorized Payments section above for your right to stop payment of preauthorized transfers.
- J. For Bill Payment error resolution, please refer to the Your Right to Dispute Errors section above.
- K. We may cancel the Bill Pay Service at any time in our sole discretion.