

Netspend Corporation  
PO Box 2136  
Austin, Texas 78768-2136



1-86-NETSPEND  
www.netspend.com

Dear Valued Customer,

This is important information about upcoming changes to your Netspend® Visa® Prepaid Card Account issued by MetaBank®, Member FDIC, and serviced by Netspend.

If you have any questions about this letter or wish to avoid these changes by closing your Card Account prior to the effective date, please call Customer Service at **1-86-NETSPEND/1-866-387-7363**.

**NOTICE OF CHANGE IN TERMS TO YOUR CARDHOLDER AGREEMENT**

**Effective September 1, 2019**, the changes described below will apply to your Card Account. For reference, your existing Cardholder Agreement is available in the Online Account Center at [www.netspend.com/login](http://www.netspend.com/login) and, on and after the effective date, will be replaced with an updated Cardholder Agreement with the changes described below. If you would like to request a copy of your updated Cardholder Agreement, please contact Customer Service at **1-86-NETSPEND/1-866-387-7363**.

**Update #1:** The “*Fee Schedule*” section of your Cardholder Agreement has been replaced with a “List of all fees associated with your Card Account” section, and now includes applicable third-party fees (third-party fees are subject to change); this section has been moved to the beginning of the Cardholder Agreement. We have attached the updated section to this notice as Appendix A. Except as noted below, the fees applicable to your Card Account have not changed.

**Update #2:** The following fees applicable to your Card Account have been increased or decreased, as defined in the below table.

<b>Fee Name</b>	<b>Current Fee Amount</b>	<b>New Fee Amount as of 09/01/19</b>
Signature Purchase Transaction Fee	\$1.00	\$1.50
PIN Purchase Transaction Fee	\$2.00	\$1.50
Over-the-Counter (“OTC”) Withdrawal Fee at a Financial Institution	\$2.50	\$3.00
Foreign Transaction Surcharge	3.5%	4.0%
ATM Withdrawal Fee – International	\$4.95	\$0
ATM Balance Inquiry Fee – International	\$0.50	\$0
Additional Card Fee	\$9.95	\$0
Additional Statement Mailing Fee	\$5.95	\$0
Stop Payment Fee	\$10.00	\$0

**Update #3:** In the “*List of all fees associated with your Card Account*” and “*Introduction*” sections, we renamed “Account Maintenance Fee” to the “Inactivity Fee.” The fee amount has not changed.

**Update #4:** In the “*Opening a Card Account (Identification Verification); Registration/Activation*” section, we added a provision that additional identification efforts, including additional identifying documentation, may be requested after a Card Account is opened.

**Update #5:** In the “*Authorized Users/ Secondary Cardholders*” and “*Loading Your Card Account*” sections, we removed references to the Additional Card Fee because it is no longer applicable to your Card Account.

**Update #6:** In the “*Using Your Card and Virtual Account/Limitations*” section, we clarified that for security reasons, we may suspend your ability to make transactions or further limit the amount or number of transactions you can make with your Card, Account Number, or Virtual Account in addition to the limits described in that section. Additionally, we put the existing limits in a table for ease of reading and added the following limits for Account-to-Account Transfers:

Account-to-Account Transfer	\$1,500.00	Per day, incoming or outgoing; maximum of four (4) transfers.
	\$2,500.00	Per rolling seven (7) day period, incoming or outgoing; maximum of ten (10) transfers.
	\$3,500.00	Per rolling thirty (30) day period, incoming or outgoing; maximum of forty (40) transfers.

**Update #7:** As you were previously notified, we permanently removed the Optional Overdraft Service associated with all of our prepaid card programs on March 28, 2019 due to a change in applicable law. Accordingly, we removed all references to the Overdraft Service in the “*Purchase Cushion and Optional Overdraft Protection*” section and throughout your Cardholder Agreement. This change did not affect Purchase Cushion.

**Update #8:** The “*Preauthorized Debits and Credits*” section was updated to clarify the procedures for stopping recurring payments to your Card Account. The timeframes have not changed, except we clarified that oral stop payment requests will cancel after fourteen (14) days if a written request is not received. Additionally, we removed references to the Stop Payment Fee because it is no longer applicable to your Card Account.

**Update #10:** In the “*Transactions Made in Foreign Currencies and/or with Merchants Located in Foreign Countries*” section, we updated the statement concerning fee refunds for credit returns for foreign transactions. As of the Effective Date, if a Foreign Transaction results in a credit due to a return, we will not refund any Foreign Transaction Surcharge that may have been charged in connection to your original purchase.

**Update #11:** The “*Card Account Balance / Periodic Statements*” section has been updated in accordance with applicable law. Please note, you may access twelve months of transaction history online at [www.netspend.com](http://www.netspend.com) and you may request up to twenty-four (24) months of account transactions in writing by calling customer service or sending us a written request. Additionally, we removed references to the Additional Statement Mailing Fee because it is no longer applicable to your Card Account.

**Update #12:** We added a new section titled “*Legal Process*.” The section clarifies how we will comply with state or federal legal process related to you or your Card Account(s). Our response to legal process may require us to limit access to your Card Account and remove funds from your Card Account. Please read this section carefully.

**Update #13:** We added a new section titled “Jury Trial Waiver.” The section expands on the Jury Trial Waiver in the Arbitration Clause and governs all litigation arising out of or related to this Cardholder Agreement. Please read this section carefully.

Sincerely,

Your Netspend Customer Service Team

The Netspend Visa Prepaid Card is issued by MetaBank, Member FDIC, pursuant to a license from Visa U.S.A. Inc. Netspend, a TSYS® Company, is a registered agent of MetaBank. This Card may be used everywhere Visa debit cards are accepted. Certain products and services may be licensed under U.S. Patent Nos. 6,000,608 and 6,189,787. All other trademarks and service marks belong to their owners.

## Appendix A

### List of all fees associated with your Netspend® Visa® Prepaid Card

Details of All Fees		
<b>To Get Started</b>		
Card Purchase Fee	\$0	No fee for initial card request. Custom cards, secondary cards and replacement cards are available for the fees described below.
<b>Plan Fee Options</b>		
Pay-As-You-Go Plan	\$0	
Monthly Plan	\$9.95	
Reduced Monthly Plan	\$5.00	
<p>The Pay-As-You-Go Plan listed above is automatically applied to your Card Account when you first obtain the Card. You may change your Plan any time by calling 1-86-NETSPEND/1-866-387-7363 or by visiting <a href="http://www.netspend.com">www.netspend.com</a>.</p> <p>The Reduced Monthly Plan is an available Plan option for Card Accounts that receive at least \$500 in Direct Deposit(s) of payroll checks or government benefits in any one (1) calendar month. Subsequent deposits are not required to keep the Reduced Monthly Plan option available. Upon qualifying, an eligible Cardholder who is on the Pay-As-You-Go Plan may call 1-86-NETSPEND or visit <a href="http://www.netspend.com">www.netspend.com</a> to change to the Reduced Monthly Plan; a Cardholder already enrolled in the Monthly Plan will automatically be changed to the Reduced Monthly Plan.</p>		
<b>Per Purchase</b>		
<b>Signature Purchase Transaction Fee</b>		
Pay-As-You-Go Plan	\$1.50	
Monthly Plan	\$0	
Reduced Monthly Plan	\$0	
Per transaction. During checkout, select "CREDIT" on the keypad to make a Signature Purchase.		
<b>PIN Purchase Transaction Fee</b>		
Pay-As-You-Go Plan	\$1.50	
Monthly Plan	\$0	
Reduced Monthly Plan	\$0	
Per transaction. During checkout, select "DEBIT" and enter your PIN to make a PIN Purchase.		
<b>The fees listed below are associated with all Plan Fee options.</b>		
<b>Spend Money</b>		
MoneyGram® Bill Payment Service	Fee Varies	Per bill payment. Fee is determined and assessed by MoneyGram. This is a third-party fee and is subject to change.
Automated Clearing House (ACH) Payments	\$0	Provide the biller with the Issuer's routing number and your assigned Account Number.
<b>Check your Balance</b>		
Customer Service (Automated or Live Agent)	\$0	No fee for calling Customer Service (Automated or Live Agent) for inquiries, including balance inquiries. 1-86-NETSPEND (1-866-387-7363)
ATM Balance Inquiry Fee – Domestic	\$0.50	Per inquiry. You may also be charged a fee by the ATM operator.

Balance Inquiry via Online Account Center	\$0	Log in to the Online Account Center at <a href="http://www.netspend.com">www.netspend.com</a> .
Balance Inquiry via Anytime Alerts (Email or Text Message)	\$0	Standard text message or data rates may apply.
<b>Withdraw Cash</b>		
Over-the-Counter (“OTC”) Withdrawal Fee at a Financial Institution	\$3.00	Per withdrawal. A fee may also be assessed by a financial institution that is not a Visa member financial institution.
OTC Withdrawal Fee at a Netspend Reload Network Location	Up to the Greater of 2.75% of the withdrawal amount or \$4.00	Per withdrawal. Fee may be either a flat fee or a percentage of the withdrawal amount. Fee is determined and assessed by operator of Netspend Reload Network location and varies depending on location and amount of cash withdrawn. This is a third-party fee and is subject to change.
ATM Withdrawal Fee – Domestic	\$2.50	Per withdrawal. You may also be charged a fee by the ATM operator. You can avoid ATM fees if you select “DEBIT” and enter your PIN to get cash back when making purchases at many retailers, such as grocery stores.
<b>Add Money to your Card Account</b>		
Direct Deposit (ACH Deposit)	\$0	No Fee.
Cash Reload at a Netspend Reload Network Location	Up to \$3.95	Per load. Fee is determined and assessed by operator of Netspend Reload Network location, and varies depending on location. This is a third-party fee and is subject to change.
Mobile Check Load Fee – Standard	\$0	This is a third-party fee and is subject to change. Standard text message or data rates may apply.
Mobile Check Load Fee – Expedited (Government and Payroll Checks with a Pre-printed Signature)	Greater of 2.0% of total check amount or \$5.00	Per check load. Percentage taken of total check amount. Fee deducted from check total prior to loading your Card Account. This is a third-party fee and is subject to change. Standard text message or data rates may apply.
Mobile Check Load Fee – Expedited (All Other Accepted Check Types)	Greater of 5.0% of total check amount or \$5.00	Per check load. Percentage taken of total check amount. Fee deducted from check total prior to loading your Card Account. This is a third-party fee and is subject to change. Standard text message or data rates may apply.
<b>Move Money to and from your Card Account</b>		
Western Union Money Transfer®	Fee Varies	Per transfer. Fee to send money is determined and assessed by Western Union. No fee to receive money on your Card via Western Union Money Transfer. This is a third-party fee and is subject to change.
Account-to-Account Transfer Fee via Website	\$0	<a href="http://www.netspend.com">www.netspend.com</a>
Account-to-Account Transfer Fee via CS Agent	\$4.95	Per transfer via Customer Service Agent. Fee is assessed to transferor’s account when the transfer is processed.
<b>Using Your Card Outside the U.S.</b>		
Foreign Transaction Surcharge	4.0%	Per foreign transaction. Calculated based on the U.S. dollar amount of the purchase transaction or cash withdrawal. Charged in addition to any applicable Purchase Transaction Fee or OTC Withdrawal Fee.
ATM Withdrawal Fee – International	\$0	Per withdrawal. Foreign Transaction Surcharge applies. You may also be charged a fee by the ATM operator.
ATM Balance Inquiry Fee – International	\$0	Per inquiry. You may be charged a fee by the ATM operator.
<b>Transaction Declines</b>		
ATM Transaction Decline Fee – Domestic or International	\$1.00	Per declined transaction. You may also be charged a fee by the ATM operator.
ACH/Preauthorized Payment Transaction Decline Fee	\$1.00	Per declined ACH transaction.

<b>Add or Replace a Card</b>		
Additional Card Fee	\$0	For each additional Card requested that is not a replacement Card.
Replacement Card Fee	\$9.95	Per lost, stolen, or damaged Card replaced.
Custom Card Fee	\$4.95	Per custom Card.
Card Delivery Fee – 7-10 Business Days	\$0	No Fee.
Card Delivery Fee – 3 Business Days	\$20.00	Charged in addition to Additional Card Fee or Replacement Card Fee. Fee will be assessed when this service is requested with additional or replacement Card orders.
Card Delivery Fee – 1-2 Business Days	\$25.00	Charged in addition to Additional Card Fee or Replacement Card Fee. Fee will be assessed when this service is requested with additional or replacement Card orders.
<b>Other</b>		
Additional Statement Mailing Fee	\$0	Statements are also available by logging into your Online Account Center at <a href="http://www.netspend.com">www.netspend.com</a> or by calling 1-86-NETSPEND (1-866-387-7363).
Stop Payment Fee	\$0	Per stop payment request on an ACH Debit/Preauthorized Payment Transaction.
Check Request Fee	\$5.95	For processing and mailing of a return of funds check at Card Account closure. <b>Refund checks are not issued for balances of less than \$1.00.</b> If your Card Account balance will be reduced to less than \$1.00 after the Check Request Fee is debited, the Check Request Fee will be waived. See “Withdraw Cash” above for alternative options to remove the funds from your Card Account.
Inactivity Fee	\$5.95	Per month. Fee applies if there are funds in the Card Account and the Card Account has had no activity, i.e., no purchases; no cash withdrawals; no load transactions; and no Balance Inquiry Fee for ninety (90) days. If enrolled in the Monthly Plan and your Card Account has had no activity as described above, this fee applies instead of the Monthly Plan Fee.

Register your card for FDIC insurance eligibility and other protections. Your funds will be held at or transferred to MetaBank, an FDIC-insured institution. Once there, your funds are insured up to \$250,000 by the FDIC in the event MetaBank fails, if specific deposit insurance requirements are met and your card is registered. See [www.fdic.gov/deposit/deposits/prepaid.html](http://www.fdic.gov/deposit/deposits/prepaid.html) for details.

#### No Overdraft/Credit Feature

Contact Netspend by calling 1-866-387-7363, by mail at P.O. Box 2136, Austin, TX 78768-2136, or visit [www.netspend.com](http://www.netspend.com) to learn more about the terms and conditions of your prepaid account.

For general information about prepaid accounts, visit [www.cfpb.gov/prepaid](http://www.cfpb.gov/prepaid). If you have a complaint about a prepaid account, call the Consumer Financial Protection Bureau at 1-855-411-2372 or visit [www.cfpb.gov/complaint](http://www.cfpb.gov/complaint).