

Notice of Account Terms Update

Date of Notice: April 18, 2024

Greetings,

In an effort to streamline and simplify the fees associated with our prepaid programs, we are making some important changes regarding the fees and features associated with the Netspend® Visa® Prepaid Card and Netspend Prepaid Mastercard® programs (the “Card Account”), which will be taking effect on **May 18, 2024** (the “Effective Date”). We're committed to providing you with transparent, straightforward banking solutions. Below is a summary of what's new and what's staying the same for your Card Account.

Fee Plan Changes

- On the Effective Date, monthly and, if applicable, annual fee plans will no longer be available options. If you enroll, or have enrolled, into a monthly or annual fee plan before the Effective Date, your fee plan will change to the Pay-As-You-Go Plan with the updated fee amounts mentioned in this notice.

Fee Increases

On the Effective Date, your fees will increase as follows:

- Per Purchase Fees: The fee for signature and PIN purchase transactions under the Pay-As-You-Go Plan will increase to \$2.00.

- ATM Withdrawal Fee – International: International ATM withdrawal fees will increase to \$2.00.

- ATM Balance Inquiry Fees: Our balance inquiry fees at ATMs (domestic and international) will increase to \$1.00. Note that there are multiple no fee options to check your balance, including, via the online account center, mobile app, text, IVR, or live agent.

- Additional Card Fees: The fee for ordering an additional card for your Card Account will increase to \$3.00.

- Check Request Fee: A \$15.00 fee will apply for check requests.

- Inactivity Fees: While the Inactivity Fee will remain the same at \$5.95 per month, the timeframe to begin assessing the fee will decrease from 90 days to 60 days of inactivity. You can avoid this fee by using your Card or Card Account for transactions, withdrawals or loads.

- Money Transfer Service Fee: We will implement a new \$3.00 fee for outgoing money transfers from your Card Account initiated through a third-party service such as Venmo, CashApp, PayPal, Western Union or other similar money transfer services. Money Transfers under \$20.00 will only be assessed \$1.50. **This fee is charged in addition to the signature purchase transaction fee.**

Fees We Reduced or Kept at \$0:

We will reduce the following fees on the Effective Date:

- ATM Withdrawal Fee – Domestic: The fee for withdrawing cash at an ATM domestically will decrease to \$2.00.

- Over-the-Counter Withdrawal Fees: We will no longer charge a fee for withdrawals made over-the-counter at financial institutions. (OTC Fees at Netspend Network locations will still apply).

- Account-to-Account Transfers: We will no longer charge fees for transferring funds from your Card Account to another account managed by Ouro. You will also continue to enjoy the benefit of transferring funds via the IVR, mobile app, or online for no fee.

- Replacement Card Fees: The fee for replacing a lost, stolen, or damaged card will decrease to \$3.00.

- Decline Transactions: We will no longer charge a fee for declined ATM withdrawal or ACH transactions.

- Direct Deposit: There are no fees associated with receiving direct deposits into your account, maintaining cost-effective access to your funds.

- Statement Copies – You will continue to be able to request copies of your statements or transaction history for no fee via customer service, OAC, or the mobile app.

- Stop Payment on ACH Transactions: This service continues to be offered at no additional cost.

Notice Regarding Features:

Debit Card Transfers - If you did not previously have access to the Debit Card Transfers feature, a service that allows you to transfer funds to and from your Card Account using a debit card from another financial institution, this optional service will be made available to you on the Effective Date.

The fee for outbound Debit Card Transfers is 1.5% of the transfer amount, Minimum \$2.95. There is no fee for inbound transfers. To review the full terms and conditions and to opt in for this optional service, please visit your OAC or mobile app. If you already have access to the feature, there have been no changes to the feature or its terms.

Other Features – To the extent they were previously accessible; the following features will no longer be available:

- Mobile Check Load
- Western Union Transfers
- Bank Transfers
- MoneyGram Bill Payment Service
- Custom Card Orders
- Expedited Card Delivery (3 Business Days). 1-2 day delivery will remain available at the current fee of \$25.00.

Should you have any questions or need further clarification regarding this update, or if you wish to explore options to avoid these changes by potentially closing your account for no fee, please feel free to reach out to our customer service team at 866-387-7363. We're here to assist you. Please allow 30 days to process the refund minus any trailing activity and applicable fees.

Kind regards,
Ouro Customer Service
P.O Box 2136
Austin, TX 78768-2136

The Netspend Visa Prepaid Card is issued by Pathward®, National Association, Member FDIC, pursuant to a license from Visa U.S.A. Inc. The Netspend Prepaid Mastercard is issued by Pathward, N.A., Member FDIC, pursuant to license by Mastercard International Incorporated. Ouro Global, Inc. is a registered agent of Pathward, N.A. The Netspend Visa Prepaid Card may be used everywhere Visa debit cards are accepted. The Netspend Prepaid Mastercard may be used everywhere Debit Mastercard is accepted. Certain products and services may be licensed under U.S. Patent Nos. 6,000,608 and 6,189,787.

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