

MetaBank Prepaid Discover[®], MasterCard[®] or Visa[®] Reloadable Card Cardholder Agreement

IMPORTANT: PLEASE READ CAREFULLY. THIS AGREEMENT CONTAINS AN ARBITRATION PROVISION REQUIRING ALL CLAIMS TO BE RESOLVED BY WAY OF BINDING ARBITRATION.

1. RELOADABLE CARD INTRODUCTION AND DEFINITIONS

This document constitutes the agreement ("Agreement") outlining the terms and conditions under which the MetaBank Prepaid Discover, MasterCard, or Visa Card has been issued to you. In this Agreement, "Card" means the Discover, MasterCard, or Visa Card issued to you by MetaBank™, Member FDIC, and includes the "Temporary Card" you received at purchase, as well as any registered Card that is in the Primary Cardholder's name, known as the "Personalized Card." Please read it carefully and retain it for your records. By activating the Card or by retaining, using, or authorizing use of the Card, you represent and warrant to us you are at least 18 years of age, you are a U.S. Citizen or legal alien residing in one of the 50 states, the District of Columbia, or Puerto Rico, you have provided us with a verifiable U.S. street mailing address (not a P.O. Box), the personal information that you provide to us in connection with the Card is true, correct and complete, you received a copy of this Agreement and agree to be bound by and to comply with its terms, and you accept the Card and agree to use the Card only as instructed. The Agreement is effective after your use of the Card. The "Primary Cardholder" means the person to whom the Card is registered. "You" and "your" means the person or persons who have received the Card and are authorized to use the Card as provided for in this Agreement. "Bank," "we," "us," and "our" mean MetaBank, our successors, affiliates or assignees. "Financial Institution" means the person or entity where you obtained the Card. Note: Financial Institutions have no authority to make representations or warranties on behalf of the Bank, or bind the Bank to enter into any agreement, with respect to the Card or otherwise. The Card will remain the property of MetaBank and must be surrendered upon demand. The Card is nontransferable, and it may be canceled, repossessed, or revoked at any time without prior notice subject to applicable law. We may refuse to process any transaction that we believe may violate the terms of this Agreement. Each time you use the Card, you authorize us to charge the amount against your Card's available value. If you do not agree to these terms, do not use the Card, save your receipt, and cancel the Card by calling **1-877-497-7486** and requesting a refund check.

2. FEES

Reloadable Card		
Card Fee Summary		
Fee Category	Fee Type	Amount
Total Cost of Setup:	Purchase Fee (varies by financial institution)	Up to \$9.95
	Monthly Fee (waived with direct deposit)	\$3.00
Add Money:	Direct Deposit	Free
	At your Financial Institution	Up to \$4.95
	Online Reload	\$10.00
	Western Union	\$4.95
Get Cash:	ATM Domestic	\$1.50*
	ATM International	\$3.00*
	Over-the-Counter Cash Withdrawal	\$5.00
Spend Money:	Signature	Free
	PIN	Free
	Foreign Transaction Fee (charged when You obtain funds or make a purchase in non-US currency)	3%
Information:	ATM Balance Inquiry	\$0.50*
	Online/Mobile Information	Free*
	Customer Service	Free
Other Services:	Replacement Card	\$5.00
	Refund Check	Free

*Third-party fees and standard Text Message Rates may apply.

www.myprepaidbalance.com

For Customer Service, call 1-877-497-7486

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

Foreign Transaction Fee: If you obtain your funds (or make a purchase) in a currency or country other than the currency or country in which your Card was issued, the amount deducted from your funds will be converted by the network or card association that processes the transaction into an amount in the currency of your Card. Visa and MasterCard currently use a conversion rate that is either: (i) selected from the range of rates available in wholesale currency markets (which may vary from the rate the association itself receives), or (ii) the government-mandated rate in effect for the applicable central processing date. This percentage amount is independent of the additional 3% Foreign Transaction Fee that we will charge as compensation for our services

3. USING YOUR CARD

The Card is a prepaid card. The Card allows you to access funds loaded or deposited to your Card account by you or on your behalf. Your Card account does not constitute a checking or savings account and is not connected in any way to any other account you may have. The Card is not a gift card, nor is it intended to be used for gifting purposes. The Card is not a credit card, and does not have a credit line or overdraft protection. You will not receive any interest on the funds in your Card account. The funds in your Card account will be FDIC insured upon registration. Your Card will be registered at the time of purchase. Your funds will never expire, regardless of the expiration date on the front of your Card.

(a) Important information for opening a card account: To help the federal government fight the funding of terrorism and money laundering activities, the USA PATRIOT Act requires all financial institutions and their third parties to obtain, verify, and record information that identifies each person who opens a Card account.

What this means for you: When you open a Card account, we will ask for your name, street address, date of birth, and other information that will allow us to identify you. We may also ask to see a copy of your driver's license or other identifying documents at any time.

(b) Authorized Users: Other than the event where an additional card is allowed, you may not permit another person to have access to your PIN, Card or Card number. If you do provide access to your PIN, Card or Card number, you are liable for all transaction made with the Card or Card number by those persons. You must notify us to revoke permission for any person you previously authorized to use Card information or have access to your account. You are responsible for all transactions and fees incurred by you or any other person you have authorized. If you tell us to cancel another person's use of your Card, we may revoke your Card and issue a new Card with a different number. You are wholly responsible for the use of each Card according to the terms of this Agreement subject to the "Lost or Stolen Cards; Unauthorized Transactions" section below, and other applicable law.

(c) Loading Your Card: You may add additional funds to your Card, subject to the fees and limitations outlined in this Agreement. You agree to present the Card and meet identification requirements to complete load transactions as may be required from time to time. Funds may be loaded by:

- Automated Clearing House ("ACH") credits (e.g., direct deposit from an employer) (see below for additional information),
- Visiting the Financial Institution where you obtained your Card,
- Transferring funds from another account online at www.myprepaidbalance.com, and
- Visiting a participating Western Union Agent location (see below for additional information).

Direct Deposit: You may arrange to have funds transferred directly to your Card. To enroll, you will need to provide the direct deposit ticket provided on the purchase receipt to your employer or government agency. Funds from an electronic direct transfer will generally be available on the day the Bank receives the transfer. In case of error, your ability to withdraw funds may be delayed. If this occurs, then funds will generally be available within five (5) business days after the transfer. We reserve the right to accept, reject, or limit transfers via direct deposit in our sole discretion. You may cancel the direct transfer authorization at any time by sending notice to your employer or government agency with whom you have direct deposit through.

Adding value through Western Union loads: You may add funds to your Card (a "POS Money Load"), at any participating Western Union Agent location via a Western Union Prepaid Services Transaction for a reload fee charged by Western Union. Please call 1-800-325-6000 or visit www.westernunion.com to find a Western Union Agent location. There is a minimum POS Money Load amount of \$10.00 and a maximum POS Money Load amount of \$950.00 per transaction or \$950.00 in the aggregate within a twenty-four (24) hour period. It may take up to 24-48 hours for funds to be available on your Card. If you attempt to perform a Western Union Prepaid Services transaction that would exceed these limits, your transaction will be denied. You agree to present the Card and meet identification requirements to complete load transactions as may be required from time to time. Your Card may not have the capability to reload via the Western Union locations.

Federal Payments: THE ONLY FEDERAL PAYMENTS THAT MAY BE DEPOSITED TO THIS CARD ARE FEDERAL PAYMENTS FOR THE BENEFIT OF THE PRIMARY CARDHOLDER. If you have questions about this requirement, please call 1-877-497-7486.

(d) Personal Identification Number ("PIN"): You may obtain a Personalized Identification Number ("PIN") by calling 1-877-497-7486 and following the interactive voice recognition ("IVR") prompts and instructions. You may use your Card (i) to obtain cash from any Automated Teller Machine ("ATM") or (ii) at any point-of-sale ("POS") device which requires entry of a PIN where your Card is accepted. All ATM transactions are treated as cash withdrawal transactions. You should not write or keep your PIN with your Card. If you believe that anyone has gained unauthorized access to your PIN, you should advise us immediately, following the procedures in the section below labeled "Lost or Stolen Cards; Unauthorized Transactions."

(e) Card Account Access: You may use your Card to: (1) withdraw cash from your Card account, (2) load funds to your Card account, (3) purchase or lease goods or services wherever your Card is honored as long as you do not exceed the value available in your Card account, and (4) pay bills directly from your Card account. Some of these services may not be available at all terminals. Your Card plastic cannot be redeemed for cash. Loads to your Card account are not permitted at our ATM terminals. You may not use your Card for any illegal transactions, use at casinos, and any gambling activity.

(f) Limitations on frequency of transactions: For security reasons, we may limit the amount or number of transactions you can make with your Card. Your Card is subject to the Load, Withdrawal, and Spend Limits in the following Chart:

LOAD, WITHDRAWAL and SPEND LIMITS	
Load Limitations	Limit
Maximum Card balance at any time	\$10,000
	Temporary Cards: Three (3)

Total number of times you can reload your Card	Personalized Cards: Two (2) times per twenty-four (24) hours, four (4) times per seven (7) days and ten (10) times per thirty (30) days
Maximum ACH credit (direct deposit) per load	\$5,000 per transaction (also subject to \$10,000 total max)
Minimum amount per load at Financial Institution	\$20
Maximum amount per load at Financial Institution	\$3,000
Total number of times you can load your Card via www.myrepaiddbalance.com	Three (3) loads per seven (7) day period
Maximum amount per load via www.myrepaiddbalance.com	\$1,000 per twenty-four (24) hours
Minimum amount per load at Western Union	\$10
Maximum amount per load at Western Union	\$950 aggregate per twenty-four (24) hour period
Withdrawal Limitations	Limit
Total number of ATM or over the counter cash withdrawals	Three (3) ATM cash withdrawals per twenty-four (24) hours, three (3) over the counter cash withdrawals per twenty-four (24) hours.
Maximum amount of ATM or over the counter cash withdrawal	No more than \$500 ATM withdrawal per twenty-four (24) hours, no more than \$500 over the counter cash withdrawal per twenty-four (24) hours.
Spend Limitations	Limit
Maximum amount in Point of Sale Signature or Point of Sale PIN Transactions	\$2,500 Signature purchase, \$2,500 PIN purchase and no more than \$5,000 per twenty-four (24) hours

(g) Split Transactions and other uses: You are responsible for all transactions initiated by use of your Card, except as otherwise set forth herein. If you do not have enough funds available in your Card account, you can instruct the merchant to charge a part of the purchase to the Card and pay the remaining amount with cash or another card. These are called "split transactions." Some merchants do not allow cardholders to conduct split transactions. Some merchants will only allow you to do a split transaction if you pay the remaining amount in cash.

If you use your Card number without presenting your Card (such as for a mail order or telephone purchase), the legal effect will be the same as if you used the Card itself. Each time you use your Card, you authorize us to reduce the funds available in your Card account by the amount of the transaction. 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 in your Card account, you shall remain fully liable to us for the amount of the transaction. We reserve the right to bill you for any negative balance. You agree to pay us promptly for the negative balance. We also reserve the right to cancel this Card and close your Card account should you create one or more negative balances with your Card.

You do not have the right to stop payment on any purchase transaction originated by use of your Card, except as otherwise provided herein. 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.

(h) 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 account for such refunds. The amounts credited to your Card account for refunds may not be available for up to five (5) days from the date the refund transaction occurs.

(i) Authorization Holds: When you use your Card to pay for goods or services, certain merchants may require authorization of the transaction prior to knowing the final value, such as when you reserve a hotel room, or reserve a rental car. We are required to authorize the transaction in advance, including applicable fees, and commit to make the requested funds available when the transaction settles. A temporary hold on the funds for the amount indicated by the merchant will occur, including additional amounts from certain merchants to ensure that sufficient funds will be available to cover the final transaction. A hold may be placed on that amount for up to thirty (30) days. Until final settlement, those funds will not be available to you for other purposes.

(j) Receipts: You should get a receipt at the time you make a transaction or obtain cash using your Card. You agree to retain your receipt to verify your transactions. You can get a receipt at the time you make any transfer from your Card account using one of our ATM terminals.

4. TEXT MESSAGING SERVICES

You may be able to use SMS text to perform a variety of functions, such as low balance alerts, load alerts, informational messages, and asking us to send you your balance. Call **1-877-497-7486** for more details and to determine if you are eligible for this service. Standard messaging rates and charges apply. SMS text functionality will depend on your data package, your phone, and your plan. To sign up for SMS text functionality, call **1-877-497-7486**.

You may also unsubscribe to SMS services and perform various transactions through SMS text messages from your mobile phone or other mobile device by calling **1-877-497-7486**.

We cannot accept responsibility for any SMS services messages not received, or any SMS services reply messages not received by you, or for any delay in the receipt or delivery of any SMS services messages, due to failures of any telecommunications network outside our reasonable control. We may not retry delivery of SMS messages to your mobile device unless you request redelivery or unless we receive notice that an SMS message sent to your mobile phone or device was not successfully received.

You understand and acknowledge that the telecommunications networks through which SMS text messages are transmitted may be outside of our control and influence and that we may not be able to assist in resolution of problems with such networks. You agree that we are not responsible for your use of the SMS services outside of our reasonable control.

You understand and acknowledge that we may have to interrupt the messaging services to carry out maintenance, but we will try to keep such interruptions to a minimum. **We will not be liable to you in any circumstances for: loss of business, loss of goodwill, loss of opportunity, loss of profit; any type of special, consequential or indirect loss whatsoever.** We can only provide the SMS services to a mobile phone registered on a US network and not to a fixed line telephone, or a computer capable of receiving SMS text messages. Some older mobile phones may not be compatible with the SMS services (the mobile phone you register to use the SMS services must be a digital mobile phone). The SMS services are only available in the United States. SMS services may be discontinued at any time. We may decide to withdraw the messaging services with immediate effect without prior notice to comply with the law, to protect security, or to combat fraud.

5. BUSINESS DAYS

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

6. PREAUTHORIZED TRANSFERS

(a) Preauthorized credits: If you have arranged to have direct deposits made to your Card account at least once every sixty (60) days from the same person or company, you can call us at **1-877-497-7486** to find out whether or not the deposit has been made.

(b) Right to stop payment and procedure for doing so: If you have told us in advance to make regular payments out of your Card account, you can stop any of these payments. Here's how: Call us at **1-877-497-7486** or write us at **MetaBank, Attn: Customer Service, 5501 S Broadband Ln, Sioux Falls, SD, 57108** in time for us to receive your request three (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 fourteen (14) days after you call.

(c) Notice of varying amounts: If these regular payments may vary in amount, the person you are going to pay will tell you, ten (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).

(d) Liability for failure to stop payment of preauthorized transfer: If you order us to stop one of these payments three (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.

7. OBTAINING CARD ACCOUNT INFORMATION

You may obtain information about the amount of money you have remaining in your Card account by calling **1-877-497-7486**. This information, along with a sixty (60) day history of account transactions, is also available on-line at **www.myprepaidbalance.com**. You also have the right to obtain a sixty (60) day written history of account transactions by calling **1-877-497-7486** or by writing us at **MetaBank, Attn: Customer Service, 5501 S Broadband Ln, Sioux Falls, SD, 57108**.

8. OUR LIABILITY FOR FAILURE TO COMPLETE TRANSACTIONS

If we do not complete a transaction to or from your Card account on time or in the correct amount according to our Agreement with you, we will be liable for your losses and damages proximately caused by us. However, there are some exceptions. We will not be liable, for instance:

- If, through no fault of ours, you do not have enough funds available in your Card account to complete the transaction;
- If a merchant refuses to accept Your Card;
- If an ATM where you are making cash withdrawal does not have enough cash;
- If an electronic terminal where you are making a transaction does not operate properly and you knew about the problem when you initiated the transaction;
- If access to your Card has been blocked after you reported your Card or PIN lost or stolen;
- If there is a hold or your funds are subject to legal process or other encumbrance restricting their use;
- If we have reason to believe the requested transaction is unauthorized;
- If circumstances beyond our control (such as fire, flood, computer or communication failure) prevent the completion of the transaction, despite reasonable precautions that we have taken;
- Any other exception stated in our Agreement with you.

9. LOST OR STOLEN CARDS; UNAUTHORIZED TRANSACTIONS

If you believe Your Card or PIN has been lost or stolen, call: 1-877-497-7486 or write: MetaBank, Attn: Customer Service, 5501 S Broadband Ln, Sioux Falls, SD, 57108. You should also call the number or write to the address listed above if you believe a transaction has been made using the information from your Card or PIN without your permission.

(a) Your Liability for Unauthorized MasterCard or Visa Prepaid Card Transactions. Tell us, AT ONCE, if you believe your Card has been lost or stolen or of any unauthorized transactions. Your liability for unauthorized transactions that take place on the system of the network brand identified on your Card (MasterCard or Visa) is zero dollars (\$0). We may require you to provide a written statement regarding claims of unauthorized transactions. These provisions limiting your liability do not apply to ATM, POS, PINless, or any other debit transactions not processed by the network brand identified on your Card. Other limitations may apply. For example, if you have reported more than two (2) incidents of unauthorized use in the preceding twelve (12) months, or you have not exercised reasonable care in safeguarding your Card from loss or theft, you may be responsible for losses subject to the paragraph below labeled "Your Liability for Unauthorized Transfers." Additionally, see the paragraph below labeled "Your Liability for Unauthorized Transfers" as it relates to other unauthorized transfers that were not processed by the network brand identified on your Card.

(b) Your Liability for Unauthorized Transfers: 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 toll-free at 1-877-497-7486 is the best way of keeping your possible losses down. You could lose all the money in your Card account. If you tell us within two (2) 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 or PIN without your permission. If you do NOT tell us within two (2) business days after you learn of the loss or theft of your Card or PIN, and we can prove we could have stopped someone from using your Card or PIN without your permission if you had told us, you could lose as much as \$500. Also, if your electronic history shows transfers that you did not make, including those made by your Card or other means, tell us at once. If you do not tell us within sixty (60) days after the earlier of the date you electronically accessed your account if the unauthorized transfer could be viewed in your electronic history, or the date we sent the FIRST written history on which the unauthorized transfer appeared, you may not get back any money you lost after the sixty (60) days if we can prove that we could have stopped someone from taking the money if you had told us in time. If a good reason (such as a long trip or a hospital stay) kept you from telling us, we will extend the time periods for a reasonable period.

10. IN CASE OF ERRORS OR QUESTIONS ABOUT YOUR ELECTRONIC TRANSFERS

Telephone us at 1-877-497-7486 or

Write us at MetaBank, Attn: Chargeback and Disputes Department, 5501 S Broadband Ln, Sioux Falls, SD, 57108

as soon as possible, if you think your electronic history, statement, or receipt is wrong or if you need more information about a transfer listed in your electronic history, or on your statement or receipt. We must hear from you no later than 60 days after the earlier of the date you electronically accessed 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.

(1) Tell us your name and Card number.

(2) Describe the error or the transfer you are unsure about, and explain as clearly as you can why you believe it is an error or why you need more information.

(3) Tell us the dollar amount of the suspected error.

If you tell us orally, we may require that you send us your complaint or question in writing within 10 business days. 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 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. For errors involving new accounts, point-of-sale, or foreign-initiated transactions, we may take up to 90 days to investigate your complaint or question. For new accounts, we may take up to 20 business days to credit your account for the amount you think is in error. We will tell you the results within three business days after completing our investigation. If we decide that there was no error, we will send you a written explanation. You may ask for copies of the documents we used in our investigation. If you have any further questions regarding our error resolution procedures, please contact us by calling **1-877-497-7486**.

11. UNCLAIMED PROPERTY

Your Card is subject to unclaimed property laws where your Card has been registered. Should your Card have a remaining balance after a certain period of time, we may be required to remit remaining funds to the appropriate state agency.

12. TELEPHONE MONITORING/RECORDING

From time to time we may monitor and/or record telephone calls between you and us to assure the quality of our customer service or as required by applicable law.

13. NO WARRANTY REGARDING GOODS AND SERVICES

We are not responsible for the quality, safety, legality, or any other aspect of any goods or services you purchase with your Card. All such disputes must be addressed to the merchants from whom the goods and services were purchased.

14. OTHER TERMS

Your Card and your obligations under this Agreement may not be assigned. 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. We do not waive our rights by delaying or failing to exercise them at any time. If any provision of this Agreement shall be determined to be invalid or unenforceable under any rule, law, or regulation of any governmental agency, local, state, or federal, the validity or enforceability of any other provision of this Agreement shall not be affected. This Agreement will be governed by the law of the State of South Dakota except to the extent governed by federal law.

15. AMENDMENT AND CANCELLATION

We may amend or change the terms of this Agreement at any time without prior notice to you except as required by applicable law.

We may cancel or suspend your Card or this Agreement at any time without prior notice to you except as required by applicable law. You may cancel this Agreement by returning the Card to us. Your termination of this Agreement will not affect any of our rights or your obligations arising under this Agreement prior to termination. Should your Card account be closed, we will issue you a credit for any unpaid balances, subject to fees as disclosed in this Agreement. Any offer of a service in this Agreement shall be deemed void where prohibited. You may use the Card only through its expiration date. If you attempt to use the Card after its expiration date, the transactions may not be processed. Once the Card has expired, it cannot be reloaded. Funds may be transferred to a new card.

16. PRIVACY AND DATA PROTECTION

WHAT DOES METABANK™ DO WITH YOUR PERSONAL INFORMATION?

Why? Financial companies choose how they share your personal information. Federal law gives consumers the right to limit some but not all sharing. Federal law also requires us to tell you how we collect, share, and protect your personal information. Please read this notice carefully to understand what we do.

What? The types of personal information we collect and share depend on the product or service you have with us. This information can include:

- Social Security number and other personal information such as name, address and phone number and
- Transaction activity

When you are *no longer* our customer, we continue to share your information as described in this notice.

How?

All financial companies need to share customers' personal information to run their everyday business. In the section below, we list the reasons financial companies can share their customers' personal information; the reasons MetaBank chooses to share; and whether you can limit this sharing.

Privacy Definitions:

Affiliates: Companies related by common ownership or control. They can be financial and nonfinancial companies.

· *MetaBank has no affiliates with which it shares your personal information.*

Nonaffiliates: Companies not related by common ownership or control. They can be financial and nonfinancial companies.

· *MetaBank does not share your personal information with nonaffiliates so they can market to you.*

Joint marketing: A formal agreement between nonaffiliated financial companies that together market financial products or services to you.

· *We may partner with nonaffiliated financial companies to jointly market financial products or services to you.*

Reasons we can share your personal information	Does MetaBank share?	Can you limit this sharing?
For our everyday business purposes - such as to process your transactions, maintain your account(s), respond to court orders and legal investigations, or report to credit bureaus	YES	NO
For our marketing purposes - to offer our products and services to you	YES	NO
For joint marketing with other financial companies	YES	NO

For our affiliates' everyday business purposes - information about your transactions and experiences	NO	We do not share
For our affiliates' everyday business purposes - information about your creditworthiness	NO	We do not share
For our affiliates to market to you	NO	We do not share
For our nonaffiliates to market to you	NO	We do not share

Questions? Call 1-877-497-7486 or go to www.myprepaidbalance.com.

Who is providing this notice? This privacy policy is provided by MetaBank and applies to your prepaid card and related products and services.

How does MetaBank protect my personal information? To protect your personal information from unauthorized access and use, we use security measures that comply with federal law. These measures include computer safeguards and secured files and buildings.

How does MetaBank collect my personal information? We collect your personal information, for example, when you

- Open an account or use your prepaid card
- Make a purchase or other transaction
- Provide us your name or other information

Why can't I limit all sharing? Federal law gives you the right to limit only

- Sharing for affiliates' everyday business purposes - information about your creditworthiness
- Affiliates from using your information to market to you
- Sharing for nonaffiliates to market to you

State laws and individual companies may give you additional rights to limit sharing. See below for more on your rights under state law.

Other Important Information: If you are a resident of California or Vermont, we will not share with nonaffiliates except for our own marketing purposes, our everyday business purposes, or with your consent. Nevada residents: We are providing this notice pursuant to Nevada law.

17. ARBITRATION

(a) Purpose: This Arbitration Provision sets forth the circumstances and procedures under which claims (as defined below) may be arbitrated instead of litigated in court.

(b) Definitions: As used in this Arbitration Provision, the term "Claim" means any claim, dispute or controversy between you and us arising from or relating to the Card or this Agreement as well as any related or prior agreement that you may have had with us or the relationships resulting from this Agreement, including the validity, enforceability or scope of this Arbitration Provision or the Agreements. "Claim" includes claims of every kind and nature, including but not limited to initial claims, counterclaims, cross-claims and third-party claims and claims based upon contract, tort, fraud and other intentional torts, statutes, regulations, common law and equity. The term "Claim" is to be given the broadest possible meaning that will be enforced and includes, by way of example and without limitation, any claim, dispute or controversy that arises from or relates to (i) your Card, or the Cards of any additional cardholders designated by you; (ii) the amount of available funds in the Card accounts; (iii) advertisements, promotions or oral or written statements related to the Cards, goods or services purchased with the Cards; (iv) the benefits and services related to the Cards; and (v) your enrollment for any Card. We shall not elect to use arbitration under the Arbitration Provision for any Claim that you properly file and pursue in a small claims court of your state or municipality so long as the Claim is individual and pending only in the court. As used in the Arbitration Provision, the terms "we" and "us" shall for all purposes mean the Bank, wholly or majority owned subsidiaries, affiliates, licensees, predecessors, successors, and assigns; and all of their agents, employees, directors and representatives. In addition, "we" or "us" shall include any third party using or providing any product, service or benefit in connection with any Cards (including, but not limited to merchants who accept the Card, third parties who use or provide services, debt collectors and all of their agents, employees, directors and representatives) if, and only if, such third party is named as a co-party with us (or files a Claim with or against us) in connection with a Claim asserted by you. As solely used in this Arbitration Provision, the terms "you" or "yours" shall mean all persons or entities approved by us to have and/or use a Card, including but not limited to all persons or entities contractually obligated under any of the Agreements and all additional cardholders.

(c) Initiation of Arbitration Proceeding/Selection of Administrator: Any Claim shall be resolved, upon the election by you or us, by arbitration pursuant to this Arbitration Provision and the code of procedures of the national arbitration organization to which the Claim is referred in effect at the time the Claim is filed. Claims shall be referred to either the Judicial Arbitration and Mediation Services ("JAMS"), or the American Arbitration Association ("AAA"), as selected by the party electing to use arbitration. If a selection by us of one of these organizations is unacceptable to you, you shall have the right within 30 days after you receive notice of our election to select either of the other organizations listed to serve as arbitrator administrator. For a copy of the procedures, to file a Claim or for other information about these organizations, contact them as follows: (i) JAMS at 1920 Main Street, Suite 300, Los Angeles, CA 92614; website at www.jamsadr.com; (ii) AAA at 335 Madison Avenue, New York, NY 10017; website at www.adr.org.

(d) Significance of Arbitration: IF ARBITRATION IS CHOSEN BY ANY PARTY WITH RESPECT TO A CLAIM, NEITHER YOU NOR WE WILL HAVE THE RIGHT TO LITIGATE THAT CLAIM IN COURT OR HAVE A JURY TRIAL ON THAT CLAIM, OR TO ENGAGE IN DISCOVERY EXCEPT AS PROVIDED FOR IN THE CODE OF PROCEDURES OF THE JAMS, OR AAA, AS APPLICABLE (THE "CODE"). FURTHER, YOU WILL NOT HAVE THE RIGHT TO PARTICIPATE IN A REPRESENTATIVE CAPACITY OR AS A MEMBER OF ANY CLASS OF CLAIMANTS PERTAINING TO ANY CLAIM SUBJECT TO ARBITRATION. EXCEPT AS SET FORTH BELOW, THE ARBITRATOR'S DECISION WILL BE FINAL AND BINDING. NOTE THAT OTHER RIGHTS THAT YOU WOULD HAVE IF YOU WENT TO COURT ALSO MAY NOT BE AVAILABLE IN ARBITRATION.

(e) Restrictions on Arbitration: If either party elects to resolve a Claim by arbitration, that Claim shall be arbitrated on an individual basis. There shall be no right or authority for any Claims to be arbitrated on a class action basis or on bases involving Claims brought in a purported representative capacity on behalf of the general public, other Cardholders or other persons similarly situated. The arbitrator's authority to resolve Claims is limited to Claims between you and us alone, and the arbitrator's authority to make awards is limited to you and us alone. Furthermore, Claims brought by you against us or by us against you may not be joined or consolidated in arbitration with Claims brought by or against someone other than you, unless otherwise agreed to in writing by all parties.

(f) Location of Arbitration/Payment of Fees: Any arbitration hearing that you attend shall take place in the federal judicial district of your residence. At your written request, we will consider in good faith making a temporary advance of all or part of the filing administrative and/or hearing fees for any Claim you initiate as to which you or we seek arbitration. At the conclusion of the arbitration (or any appeal thereof), the arbitrator (or panel) will decide who will ultimately be responsible for paying the filing, administrative and/or hearing fees in connection with the arbitration (or appeal). If and to the extent you incur filing, administrative and/or hearing fees in arbitration, including for any appeal, exceeding the amount they would have been if the Claim had been brought in the state or federal court which is closest to your billing address and would have had jurisdiction over the Claim, we will reimburse you to that extent unless

the arbitrator (or panel) determines that the fees were incurred without any substantial justification.

(g) Arbitration Procedures: This Arbitration Provision is made pursuant to a transaction involving interstate commerce, and shall be governed by the Federal Arbitration Act, 9 U.S.C. Sections 1-16, as it may be amended (the "FAA"). The arbitration shall be governed by the applicable Code, except that (to the extent enforceable under the FAA) this arbitration Provision shall control if it is inconsistent with the applicable Code. The arbitrator shall apply applicable substantive law consistent with the FAA and applicable statutes of limitations and shall honor claims of privilege recognized at law and, at the timely request of either party, shall provide a brief written explanation of the basis for the decision. In conducting the arbitration proceeding, the arbitrator shall not apply the Federal or any state rules of civil procedure or rules of evidence. Either party may submit a request to the arbitrator to expand the scope of discovery allowable under the applicable Code. The party submitting such a request must provide a copy to the other party, who may submit objections to the arbitrator with a copy of the objections provided to the request party, within fifteen (15) days of receiving the requesting party's notice. The granting or denial of such request will be in the sole discretion of the arbitrator who shall notify the parties of his/her decision within twenty (20) days of the objecting party's submission. The arbitrator shall take reasonable steps to preserve the privacy of individuals, and of business matters. Judgment upon the award rendered by the arbitrator may be entered in any court having jurisdiction. The arbitrator's decision will be final and binding, except for any right of appeal provided by the FAA. However, any party can appeal that award to a three-arbitrator panel administered by the same arbitration organization, which shall consider anew any aspect of the initial award objected to by the appealing party. The appealing party shall have thirty (30) days from the date of entry of the written arbitration award to notify the arbitration organization that it is exercising the right of appeal. The appeal shall be filed with the arbitration organization in the form of a dated writing. The arbitration organization will then notify the other party that the award has been appealed. The arbitration organization will appoint a three-arbitrator panel which will conduct an arbitration pursuant to its Code and issue its decision within one hundred twenty (120) days of the date of the appellant's written notice. The decision of the panel shall be by majority vote and shall be final and binding.

(h) Continuation: This Arbitration Provision shall survive termination of your Card as well as voluntary payment of any debt in full by you, any legal proceeding by us to collect a debt owed by you, and any bankruptcy by you or us. If any portion of this Arbitration Provision is deemed invalid or unenforceable under any principle or provision of law or equity, consistent with the FAA, it shall not invalidate the remaining portions of this Arbitration Provision, the Agreement or any prior agreement you may have had with us, each of which shall be enforceable regardless of such invalidity.

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Sioux Falls, SD 57108

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