

**Ganaz Mastercard® Payroll Card**  
**Ganaz Plus Mastercard® Payroll Card**

**Payroll Card Cardholder Agreement / Terms & Conditions**

**IMPORTANT - PLEASE READ CAREFULLY. THIS AGREEMENT CONTAINS AN ARBITRATION PROVISION (“ARBITRATION CLAUSE”) REQUIRING ALL CLAIMS TO BE RESOLVED BY WAY OF BINDING ARBITRATION AND WAIVING A RIGHT TO TRIAL BY JURY AND TO PARTICIPATE IN CLASS ACTIONS. YOU MAY REJECT THE ARBITRATION PROVISION BY SENDING US WRITTEN NOTICE WITHIN 45 DAYS AFTER THE FIRST USE OF YOUR FIRST CARD.**

**About Your Card**

This Payroll Card Cardholder Agreement (“**Agreement**”) constitutes the agreement between you, and Sutton Bank Attica, Ohio (“**Sutton Bank**” or “**Issuer**” or “**Bank**”), outlining the terms and conditions under which this Payroll Card has been issued to you by the Issuer. The Issuer is a Federal Deposit Insurance Corporation (“**FDIC**”) insured member institution.

“**Card**” means (1) the initial, non-personalized Ganaz Mastercard Payroll Card issued to you by Sutton Bank you will receive in-person from your Employer if you agree with your Employer to receive a Card (the “**Non-Personalized Card**”) and (2) the personalized Card that may be sent to you by Sutton Bank (“**Personalized Card**”). See “Card Registration and Activation,” below. By accepting and using the Card, you agree to be bound by the terms and conditions contained in this Agreement. If you do not agree to the terms and conditions contained in this Agreement, do not activate or use the Card. “**Card Account**” means the records we maintain to account for the funds associated with the Card. “**Employer**” means your current employer or one of its affiliates through whom you initially enrolled in the program and who deposits wages or other compensation into your Card Account. The “**You**” and “**your**” mean the person or persons who have received the Card and are authorized to use the Card as provided for in this Agreement. “**We**,” “**us**,” and “**our**” mean the Issuer and its respective successors, affiliates, or assignees.

**You acknowledge and agree that the value available in the Card Account is limited to the funds that have been loaded into the Card Account on your behalf.** You agree to sign the back of the Physical Card immediately upon receipt. The expiration date of the Card is identified on the front of your Card. The Card is a prepaid card. **The Card is not connected in any way to any other account. Your Card is NOT a bank deposit account or debit card. The Card is not a credit card or a charge card and will not enhance your credit rating. You will not receive any interest on your funds in the Card Account.** The Card will remain the property of the Issuer and must be surrendered upon demand. The Card is nontransferable, is not for resale, and it may be canceled, repossessed, or revoked at any time without prior notice subject to applicable law. The Card is not designed for business use, and we may cancel your Card if we determine that it is being used for business purposes. We may refuse to process any transaction that we believe may violate the terms and conditions of this Agreement. Cards are not issued in Connecticut, Hawaii, Illinois, New York, Pennsylvania, and Vermont.

Our business days are Monday through Friday, excluding federal holidays, even if we are open. Any references to “days” found in this Agreement are calendar days unless indicated otherwise.

Keep a record of your Card Account in case your Card is lost, stolen, or destroyed. Please read this Agreement carefully and keep it for future reference.

BY ACTIVATING YOUR CARD OR PARTICIPATING IN THE PROGRAM IN ANY WAY, YOU REPRESENT THAT YOU HAVE READ AND UNDERSTAND THIS AGREEMENT AND YOU AGREE TO BE BOUND BY THE TERMS AND CONDITIONS OF THIS AGREEMENT AND OUR PRIVACY POLICY. PLEASE VISIT [WWW.GANAZCARD.COM](http://WWW.GANAZCARD.COM) (THE “**WEBSITE**”) TO VIEW, PRINT, AND SAVE THIS AGREEMENT AND TO VIEW, PRINT, AND SAVE OUR PRIVACY POLICY.

**Card Registration and Activation**

YOUR CARD ACCOUNT MUST BE REGISTERED AND YOUR CARD MUST BE ACTIVATED BEFORE THEY MAY BE USED. MONTHLY FEE MAY APPLY FOLLOWING REGISTRATION (SEE THE “FEE SCHEDULE”).

**Registering Your Card Account.** To register your Card Account, you will need to provide identifying information to us when you receive your Non-Personalized Card. You will receive instructions for registering your Card Account and providing your identifying information to us with your Non-Personalized Card.

**Activating your Card.** To activate your Card, you must accept the cardholder agreement and set your Personal Identification Number (“PIN”). We may refuse to activate your Card at our sole discretion.

**Description of Your Card**

The Card is a prepaid card usable in the United States and outside the United States in permitted countries, wherever prepaid debit cards bearing the applicable payment network brands on your Card are accepted. The Card is not a gift card. The Card is not a device that accesses money in an individual checking or savings account. When you use your Card, you are redeeming the value on the Card. The Card will have a printed expiration date and the Card will expire, in accordance with applicable law, on the expiration date. If your Card Account is in good standing and you have available funds on the Card, we will issue you a new Card upon expiration. The Card is our property and is nontransferable. We may revoke or suspend your Card or any features or services of your Card at any time without cause or notice. You must surrender a revoked Card and you may not use an expired or revoked Card. You are required to notify us promptly if the Card is lost or stolen.

**Personal Identification Number (PIN)**

You will select a Personal Identification Number (“PIN”) with your Card.

However, you may select a new PIN any time by calling the Customer Service numbers on the back of the card. You should not write or keep your PIN with your Card. Never share your PIN with anyone. When entering your PIN, be sure it cannot be observed by others and do not enter your PIN into any terminal that appears to be modified or suspicious. If you believe that anyone has gained unauthorized access to your PIN, you should advise us immediately following the procedures in the paragraph labeled “Your Liability for Unauthorized Transfers.”

**Authorized Card Users**

You are responsible for all authorized transactions initiated and fees incurred by use of your Card. If you permit another person to have access to your Card or Card number, we will treat this as if you have authorized such use and you will be liable for all transactions and fees incurred by those persons. You are wholly responsible for the use of each Card according to the terms and conditions of this Agreement.

**FDIC Insurance**

The funds in your Card Account are held in a pooled account at Sutton Bank. After you have registered your Card (Card Account), those funds are eligible for FDIC insurance up to \$250,000 on a pass-through basis. The availability of FDIC insurance is contingent upon Ganaz maintaining accurate records and determinations of the FDIC as receiver at the time of a receivership if Sutton Bank should fail. Such coverage is subject to aggregation of all your deposits held at Sutton Bank.

For further information about deposit insurance generally, you may write to the FDIC at 550 17th Street, N.W., Washington D.C. 20429, telephone the FDIC’s toll-free hotline at 877-275-3342, or visit its website at [www.fdic.gov](http://www.fdic.gov).

**Deposit Network Service Acknowledgment**

By utilizing the services, your Card Account may be held at Sutton Bank in an omnibus custodial account (“**Omnibus**

**Account**”). In its ordinary course of business, Sutton Bank may utilize a “Deposit Network Service” to deposit funds from the Omnibus Account into other FDIC insured banks (“**Network Banks**”). In the event funds from the Omnibus Account are deposited into Network Banks via the Deposit Network Service, Sutton Bank will deliver funds to a custody bank (“**Custodian Bank**”) participating in the Deposit Network Service. In the event any of your beneficial funds from the Omnibus Account arrive at a Network Bank through a Deposit Network Service, they may be eligible for FDIC insurance. However, in the event you or Sutton Bank have funds, either directly or indirectly, at any of the Network Banks, such deposit insurance coverage may be adversely affected, and the principal may not benefit from FDIC insurance, even if the total amount deposited in that Network Bank through the Deposit Network Service is less than the Standard Maximum Deposit Insurance Amount, as then provided by the FDIC. In addition, in the event of a failure of a Network Bank, you may be requested to provide certain personal information for the purposes of processing a claim to seek the associated FDIC insurance. In the event you do not provide such information on a timely basis, it is possible the beneficial funds will not benefit from FDIC insurance. By utilizing the services, you authorize Sutton Bank to utilize a Deposit Network Service as described and acknowledge that any associated beneficial principal balance and any accrued interest may or may not benefit from FDIC insurance.

### **Representations and Warranties**

By activating the Card or by retaining, using, or authorizing the use of the Card, you represent and warrant to us that (i) you are a U.S. citizen or legal alien (with U.S. tax ID number) residing in the United States, Puerto Rico or the District of Columbia; (ii) you received a copy of this Agreement and agree to be bound by and to comply with its terms; (iii) you accept the Card; and (iv) your net wages in any given calendar month will not exceed \$7,500.00.

### **Disclaimer of Warranties**

EXCEPT AS EXPRESSLY OTHERWISE PROVIDED IN THIS AGREEMENT, NEITHER WE NOR GANAZ MAKE ANY REPRESENTATIONS OR WARRANTIES OF ANY KIND TO YOU, AND HEREBY EXPRESSLY DISCLAIM ALL WARRANTIES, WHETHER EXPRESS OR IMPLIED, REGARDING THE CARD OR RELATING TO OR ARISING OUT OF THIS AGREEMENT, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

Neither we nor Ganaz are responsible for the quality, safety, legality, or any other aspect of any goods or services you purchase with your Card.

### **Limitation of Liability**

NEITHER WE OR GANAZ WILL BE LIABLE TO YOU FOR: DELAYS OR MISTAKES RESULTING FROM ANY CIRCUMSTANCES BEYOND OUR CONTROL, INCLUDING, WITHOUT LIMITATION, ACTS OF GOVERNMENTAL AUTHORITIES, NATIONAL EMERGENCIES, INSURRECTION, WAR, OR RIOTS; THE FAILURE OF MERCHANTS TO HONOR THE CARD; THE FAILURE OF MERCHANTS TO PERFORM OR PROVIDE SERVICES; COMMUNICATION SYSTEM FAILURES; OR FAILURES OR MALFUNCTIONS ATTRIBUTABLE TO YOUR EQUIPMENT, ANY INTERNET SERVICE, OR ANY PAYMENT SYSTEM. IN THE EVENT THAT WE ARE HELD LIABLE TO YOU, YOU WILL ONLY BE ENTITLED TO RECOVER YOUR ACTUAL DAMAGES. IN NO EVENT SHALL YOU BE ENTITLED TO RECOVER ANY INDIRECT, CONSEQUENTIAL, EXEMPLARY OR SPECIAL DAMAGES (WHETHER IN CONTRACT, TORT OR OTHERWISE), EVEN IF YOU HAVE ADVISED US OF THE POSSIBILITY OF SUCH DAMAGES. THIS PROVISION SHALL NOT BE EFFECTIVE TO THE EXTENT OTHERWISE REQUIRED BY LAW. TO THE EXTENT PERMITTED BY LAW, YOU AGREE THAT YOUR RECOVERY FOR ANY ALLEGED NEGLIGENCE OR MISCONDUCT BY US SHALL BE LIMITED TO THE TOTAL AMOUNT LOADED ON THE CARD.

### **Card Account Access**

With your PIN, you may use your Card to obtain cash from any Automated Teller Machine (“ATM”) that bears the Mastercard®, or MoneyPass® Acceptance Mark, or you may use the Card to withdraw funds over the counter at a financial institution that accepts debit cards bearing the applicable payment network brands on your Card, or any Point-of-Sale (“POS”) device, as permissible by a merchant, that bears the Mastercard® Acceptance Mark. Some of these

services may not be available at all terminals.

All ATM transactions are treated as cash withdrawal transactions. You may use your Card at an ATM, a POS device or through a participating bank (over-the-counter withdrawal), in each case in one or more transactions. The maximum amount that may be withdrawn from a Domestic ATM per transaction is \$1,500.00. The maximum amount that may be withdrawn from a domestic ATM per day is \$1,500.00. The maximum amount that may be withdrawn from a domestic ATM per month is \$5000.00. The maximum amount that may be withdrawn from an international ATM per transaction is \$500.00. The maximum amount that may be withdrawn from an international ATM per day is \$1,000.00. The maximum amount that may be withdrawn from an international ATM per month is \$3,500.00. Please note that each ATM owner may establish limits as to how much cash may be obtained from an ATM at a single time or through a single location. The maximum amount that may be withdrawn through a participating bank (over-the-counter withdrawal) per month is \$7,500.00. Any funds withdrawn from a POS device or through a participating bank will be subject to the maximum amount that can be spent on your Card per day. If you seek to withdraw cash from a merchant POS device, please note that each merchant may establish limits as to how much cash may be obtained from a POS device at a single time or through a single location. This means that you may need to visit more than one merchant if you are seeking to withdraw cash in an amount which is less than or equal to the total limit above, but more than the limit established by the individual merchant.

When you use an ATM not in the MoneyPass® network, you may be charged a fee by the ATM operator for any network used and you may be charged a fee for a balance inquiry even if you do not complete a fund transfer. We are not responsible for such fee. The amount of the surcharge should be disclosed at the ATM. Any such surcharge will be deducted from the balance of the Card, along with the amount of the withdrawal performed at the ATM and the fees that apply in accordance with the Fee Schedule. Your balance can be viewed at no charge by sending a text message with the word BAL to Ganaz +1 (707) 640-6408 or calling us at the Customer Service numbers on the back of your card.

### **Loading Your Card**

Funds can be loaded at any time after your Card Account is registered and the Card is successfully activated. See “Card Registration and Activation” above. Your employer will be the sole means of adding funds to your Card and your Employer will report all wages and contributions as required by law and you will receive the appropriate notification, for the purposes of tax reporting, from your Employer. We bear no responsibility, whatsoever, for any such reporting or tax liabilities by your Employer.

### **Employer Loads**

Payroll loads are available on your card on paydays, when approved by your employer. We have no obligation to you if your employer delays in providing or fails to provide funds to load your card.

### **Additional Card Features**

We may offer additional products, features, and services to you in connection with your Card, such as SMS text message and e-mail alerts, mobile account services, and other services. Additional terms and conditions may apply. Call us at the Customer Service number on the back of your card for additional information and applicable terms and conditions.

### **Using Your Card**

The maximum amount that can be spent on your Card per transaction is \$4,000.00. The maximum amount that can be spent on your Card per day is \$4,000.00. The maximum value of your Card is restricted to \$30,000.00. You agree not to use the Card for business purposes. We may, in our sole discretion, close your Card if we determine that it is being used for business purposes. We may refuse to process any transaction that we believe may violate the law or the terms of this Agreement. You agree that you will: (i) not use the Card at unlawful domestic or international gambling web sites, or at payment processors supporting unlawful gambling web sites, or to purchase illegal goods or services; (ii) promptly notify us of any loss or theft of the Card; (iii) promptly notify us of the loss, theft, or

unauthorized disclosure of any PIN used to access Card funds; and (iv) use the Card only as instructed. We may refuse to issue a Card, revoke, or suspend your Card privileges or cancel your Card with or without cause or notice, other than as required by applicable law. You agree not to use or allow others to use an expired, revoked, canceled, suspended or otherwise invalid Card.

You may use your Card to purchase or lease goods or services anywhere Mastercard® debit cards are accepted, subject to the available funds in your Card Account, the transaction limits described, and the other terms and conditions of this Agreement. Some merchants do not allow cardholders to conduct split transactions where you would use the Card as partial payment for goods and services and pay the remainder of the balance with another form of legal tender. If you wish to conduct a split transaction and it is permitted by the merchant, you must tell the merchant to charge only the exact amount of funds available on the Card to the Card. You must then arrange to pay the difference using another payment method. Some merchants may require payment for the remaining balance in cash. If you fail to inform the merchant that you would like to complete a split transaction prior to swiping your Card, your Card is likely to be declined. At the time of each purchase using the Card, you may be asked to sign a receipt for the transaction. The dollar amount of the purchase will be deducted from the value associated with the Card.

If you use your Card at an automated fuel dispenser (“pay at the pump”), the merchant may preauthorize the transaction amount up to \$175.00 or more. If your Card is declined, even though you have sufficient funds available, pay for your purchase inside with the cashier. If you use your Card at a restaurant, a hotel, a car rental location, or for similar purchases, the merchant may preauthorize the transaction amount for the purchase amount plus an additional amount to ensure there are sufficient funds available to cover additional charges, tips or incidental expenses incurred. Any preauthorization amount will place a “hold” on your available funds until the merchant sends us the final payment amount of your purchase. Once the final payment amount is received, the preauthorization amount on hold will be removed. It may take up to seven (7) days (thirty (30) days for hotels and sixty (60) days for car rentals) for the hold to be removed. During the hold period, you will not have access to the preauthorized amount.

If you use your Card number without presenting your Card (such as for a mail order, telephone, or Internet purchase), the legal effect will be the same as if you used the Card itself. Your Card cannot be redeemed for cash except where required by law. You may not use your Card for online gambling or any illegal transaction. We may refuse to process any Card transaction that we believe may violate the terms of this Agreement or applicable law.

Each time you use your Card, you authorize us to immediately reduce the value available in your Card Account by the amount of the transaction and any applicable fees. You are not allowed to exceed the available amount in your Card Account through an individual transaction or a series of transactions. Nevertheless, if a transaction exceeds the balance of the funds available on your Card, you shall remain fully liable to us for the amount of the transaction and any applicable fees. We may deduct any amount that you owe us from any current or future funds associated with this or any other Card you activate or maintain.

For security reasons, we may limit the number or amount of transactions you can make with the Card. You do not have the right to stop payment on any purchase or payment transaction originated by use of your Card. You may not make preauthorized regular payments from your Card Account using your Card Account’s direct deposit account number. 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 or more.

### **Non-Mastercard Debit Transactions**

New procedures are in effect that may impact you when you use your Card at certain merchant locations. In the past, transactions have been processed as Mastercard debit transactions unless you entered a PIN. Now, if you do not enter a PIN, transactions may be processed as a Mastercard debit transaction.

Merchants are responsible for and must provide you with a clear way of choosing to make a Mastercard debit

transaction if they support the option.

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

### **Fraudulent or Criminal Card Account Activity**

We reserve the right to block, suspend, or cancel your Card if, as a result of our policies and processes, we detect what we reasonably believe to be fraudulent, suspicious, or criminal activity or any activity inconsistent with this Agreement. We may temporarily suspend your Card in the event we detect unusual or suspicious activity. If we exercise this right, we will incur no liability to you because of any resulting unavailability of the funds in your Card Account or your inability to use your Card. Refunds and Returns

If you are entitled to a refund for any reason for goods or services obtained with your Card, you agree to accept credits to your Card for such refunds and agree to the refund policy of that merchant. The exchange or return of merchandise purchased in whole or in part with the Card will be governed by the procedures and policies of each merchant and applicable law. At the time of any exchange or return, you should present both the merchandise receipt and the Card. If you receive a credit, the credit may not be added to the available funds on the Card for seven (7) business days. The Issuer, Mastercard, or their respective affiliates, employees or agents are not responsible for the delivery, quality, safety, legality or any other aspects of goods or services that you purchase from others with a Card or any damages resulting directly or indirectly from the use of the Card. All such disputes must be addressed and handled directly with the merchant from whom those goods or services were provided.

### **Card Replacement**

If you need to replace your Card for any reason, please return it to your employer to request a replacement Card or call the Customer Service number on the back of your card. You will be required to provide personal information which may include your Card number, full name, transaction history, copies of accepted identification, etc. There is no fee for a replacement Card when obtained through your employer. There is a fee for a replacement Card requested through Customer Service in the amount shown in the "Fee Schedule", which will be deducted from the balance associated with the new Card. You can request a free replacement card through your employer.

### **Card Expiration**

The Card plastic is valid through the expiration date shown on the front of the Card, except where prohibited or modified by applicable law. The funds associated with the Card do not expire. You will not be able to use your Card after the expiration date; however, you may request a replacement Card at no cost to you by following the procedures in the paragraph labeled "Card Replacement." The new Card will have a value equal to the remaining balance of the expired Card.

### **Receipts**

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

### **Card Account Balance and Transaction History**

You are responsible for keeping track of your Card Account available balance. Merchants generally will not be able to determine your available balance. It is important to know your available balance before making any transaction. You may obtain information about the amount of money you have remaining in your Card Account by texting "BAL" to the Customer Service phone numbers on the back of your card. This information, along with twelve (12) months history of Card Account transactions, is also available by texting "TRANS" to the Customer Service phone numbers on the back of your card.

After you have registered your Card Account, you also have a right to obtain twenty-four (24) months of written history of Card Account transactions by calling 888-803-6408 or by writing to us at Paper Statement Request, Ganaz Inc. Cardholder Services, 113 Cherry S, PMB 63600 Seattle, WA 98104. You will not be charged a fee for this information. In this request, you must include your full name, address, and Card number. You will not automatically receive paper statements. You agree that these are reasonable procedures for sending and receiving paper statements.

### **Fee Schedule**

All fee amounts will be withdrawn from your Card Account and will be assessed as long as there is a remaining balance on your Card Account, except where prohibited by law. Anytime your remaining Card Balance is less than the fee amount being assessed, the balance of your Card Account will be applied to the fee amount resulting in a zero balance on your Card Account. Refer to the Fee Table available online at [WWW.GANAZCARD.COM](http://WWW.GANAZCARD.COM).

### **Foreign Currency Transactions**

If you conduct a transaction in a currency other than U.S. dollars, the merchant, network or card association that processes the transaction may convert any related debit or credit into U.S. dollars in accordance with its then current policies. Mastercard currently uses a conversion rate that is either: (i) selected from a range of rates available in the wholesale currency markets (note: this rate may be different from the rate the association itself receives), or (ii) a government-mandated rate. The conversion rate may be different from the rate in effect on the date of your transaction and the date it is posted to your account. We will impose a Foreign Exchange Conversion Fee equal to 3% of the U.S. dollar transaction amount (including credits and reversals) for each transaction (U.S. or foreign currency) that you conduct (including foreign websites) in a currency other than U.S. dollars.

### **Unclaimed Property**

Applicable law may require us to report to state government authorities any funds remaining with respect to your Card after a certain period of inactivity. In that event, we may try to contact you at the address shown in our records. If we are unable to contact you, we may be required to transfer any funds remaining with respect to your Card to state government authorities as unclaimed property.

### **Confidentiality**

**We may disclose information to third parties about you, your Card, or the transactions you make:**

- a) Where it is necessary or helpful for completing transactions;
- b) In order to verify the existence and condition of your Card for a third party, such as merchant;
- c) In order to comply with government agency, court order, or other legal or administrative reporting requirements;
- d) If you consent by giving us your written permission;
- e) To our employees, auditors, affiliates, service providers, or attorneys as needed;
- f) In order to prevent, investigate or report possible illegal activity;
- g) As permitted by applicable law; or
- h) Otherwise as necessary to fulfill our obligation under this Agreement.

Please see our Privacy Policy, available at [www.ganazcard.com](http://www.ganazcard.com) for further details. You hereby agree to our collection, use and sharing of information about you and the Card as provided in our Privacy Policy, which is made a part of this Agreement. This Privacy Policy also tells how you can (i) limit the ways we share, or (ii) request corrections to the information we maintain about you.

### **Our Liability for Transfer Errors**

If we do not complete a transfer 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 or damages. However, there are some exceptions. We will not be liable, for instance:

- a) If through no fault of ours, you do not have enough funds available in your Card Account to complete the transaction;
- b) If a merchant refuses to accept your Card;
- c) If an ATM where you are making cash withdrawal does not have enough cash;
- d) 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;
- e) If access to your Card has been blocked after you reported your Card lost or stolen;
- f) If there is a hold or your funds are subject to legal or administrative process or other encumbrance restricting their use;
- g) If we have reason to believe the requested transaction is unauthorized;
- h) If circumstances beyond our control (such as fire, flood, or computer or communication failure) prevent the completion of the transaction, despite reasonable precautions that we have taken; or
- i) For any other exception stated in our Agreement with you or by applicable law.

### **Your Liability for Unauthorized Transfers**

**Tell us AT ONCE if you believe your Card, PIN, Card number, or Card Account number has been lost or stolen, or that the funds have been transferred from your Card Account without your permission. Telephoning is the best way to minimize your possible losses. You could lose all the money in your Card Account. If you believe your Card, PIN, Card number, or Card Account number has been lost or stolen, or that someone has transferred money or may transfer money from your Card Account without your permission, call us at the Customer Service numbers on the back of your card. If you tell us within two (2) Business Days after you learn of the loss or theft of your Card, PIN, Card number, or Card Account number, you can lose no more than \$50.00 if someone used your Card, PIN, Card number, or Card Account number without your permission. If you do not notify us within two (2) Business Days after you learn of the loss, theft, or compromise of your Card, PIN, Card number, or Card Account number and we can prove that we could have stopped someone from using your Card, PIN, Card number, or Card Account number without your permission if you had promptly told us, you could lose as much as \$500.00.**

Also, if your online or written transaction history shows transfers that you did not make, including those by Card or other means, tell us at once. If you do not tell us in writing within sixty (60) days after the earliest of: (i) the date you electronically access your Card Account, if the transfers could be viewed in your electronic history, or (ii) the date we sent the FIRST written history of your Card Account transactions on which the transfers appeared, you may not get back any value you lost after the sixty (60) days if we can prove that we could have stopped someone from taking the value if you had notified 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.

If your Card has been lost or stolen, we will close your Card Account to keep losses down. Return to your employer to obtain a replacement card or call the Customer Service numbers on the back of the card.

Under Mastercard U.S.A. Inc. Operating Regulations, your liability for unauthorized Mastercard debit transactions on your Card Account is \$0.00 if you notify us within two (2) business days and you are not grossly negligent or fraudulent in the handling of your Card. This reduced liability does not apply to PIN transactions not processed by Mastercard or to ATM cash withdrawals. When these Mastercard protections do not apply, your liability for unauthorized transfers will be as described above in this section.

**Contact in the event of unauthorized transfer.** If you believe your Card, PIN, Card number, or Card Account number has been lost or stolen, call 1-888-803-6408 to receive a replacement Card. We will close your Card Account to keep losses down. If you are unable to find your Card, you may put a security hold on your Card so no money can be spent, or cash withdrawn while you look for it. Text "PAUSE" from your registered mobile device to the Customer Service number on the back of your card or call the Customer Service number on the back of your card.

### **Your Right to Dispute Errors**

**In Case of Errors or Questions about Your Card Account.** Call us at the Customer Service number on the back of your card or write to Ganaz Inc. Cardholder Services, 113 Cherry S, PMB 63600 Seattle, WA 98104-2205 as soon as you can if you think an error has occurred in your Card Account. We must allow you to report an error until sixty (60)



days after the earlier of the date you electronically access your Card 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. After you have registered your Card Account, you may request a written history of your transactions at any time by calling us at the Customer Service numbers on the back of your card or writing to Ganaz Inc. Cardholder Services, 113 Cherry S, PMB 63600 Seattle, WA 98104- 2205. You will need to tell us:

- a) Your name and Card Account number
- b) Why you believe there is an error, and the dollar amount involved
- c) Approximately when the error took place

If you provide this information orally, we may require that you send your complaint or question in writing within ten (10) Business Days.

We will determine whether an error occurred within ten (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 forty-five (45) days to investigate your complaint or question. If we decide to do this, we will credit your Card Account within ten (10) Business Days for the amount you think is in error, so that you will have use of the money during the time it takes to complete the investigation. If we ask you to put your complaint or question in writing and you do not provide it within ten (10) Business Days, we may not credit your Card Account.

For errors involving new Card Accounts, POS transactions, or foreign-initiated transactions, we may take up to ninety (90) days to investigate your complaint or question. For new accounts, we may take up to twenty (20) Business Days to credit your account for the amount you think is in error.

We will tell you about the results within three (3) Business Days after completing the investigation. If we decide that there was no error, we will send you a written explanation. You may ask for copies of the documents that we used in our investigation. Copies of the documents used in the investigation may be obtained by contacting us at the phone number or address listed at the beginning of this Section. If you need more information about our error-resolution procedures, call us at the Customer Service numbers on the back of your card or write to Ganaz Inc. Cardholder Services, 113 Cherry S, PMB 63600 Seattle, WA 98104-2205.

#### **Assignment; Applicable Law; Severability**

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 Ohio except to the extent governed by federal law.

#### **Amendment and Cancellation**

We may amend or change the terms and conditions of this Agreement at any time by posting the amended Agreement on our website at [www.ganazcard.com](http://www.ganazcard.com) and any such amendment shall be effective upon such posting to that website and your continued use of the card. The Agreement is available at [www.ganazcard.com](http://www.ganazcard.com). You will be notified of any change in the manner required by applicable law prior to the effective date of the change. However, if the change is made for security purposes, we can implement such change without prior notice. We may cancel or suspend your Card or this Agreement at any time. You may discontinue your use of your card at any time and may choose to discontinue your use of the services provided by Ganaz, Inc. at any time (“Termination”). Your decision to discontinue use of your card and/or the services of Ganaz, Inc. will not affect any of our rights or your obligations arising under this Agreement prior to termination.

In the event that your Card Account is cancelled, closed, or terminated for any reason, you may request the unused balance to be returned to you via a check to the mailing address we have in our records. There is no fee for this service. The Issuer reserves the right to refuse to return any unused balance amount less than \$1.00. Any request for a return of funds shall be processed within a reasonable period of time after your request.

### **Account Adjustments**

We may make adjustments to your Card Account from time to time to reflect corrections or changes to your balance. Adjustments might occur, for example, if funds are posted for the wrong amount, or to the wrong account, or if deposited (loaded) items are returned unpaid. If funds are loaded or transferred into your Card Account by mistake or otherwise, we may correct the situation by deducting the amount of the deposit or transfer from your Card Account without prior notice to you. In the event of an error that caused an overstated balance, you agree to reimburse us for the overstated amount. If there are not enough funds in your Card Account at that time, your Card Account could become overdrawn.

### **No Warranty of Availability or Uninterrupted Use**

From time to time the Card services may be inoperative, and when this happens, you may be unable to use your Card or obtain information from your Card, including the available balance of funds associated with your Card. Please notify us at the Customer Service number stated on the back of your Card if you have any problems using your Card. You agree that the Issuer, Mastercard, and their respective affiliates, employees, or agents are not responsible for any interruption of service.

### **Servicing Availability**

Although considerable effort is expended to make our servicing channels, and other operational and communications channels available around the clock, we do not warrant these channels to be available and error free every minute of the day. You agree that we will not be responsible for temporary interruptions in service due to maintenance, or changes, or failures, nor shall we be liable for extended interruptions due to failures beyond our control, including but not limited to the failure of interconnecting and operating systems, computer viruses, forces of nature, labor disputes and armed conflicts.

You agree to act responsibly with regard to our servicing channels and their use. You will not violate any laws, interfere, or disrupt computer networks, impersonate another person or entity, violate the rights of any third party, stalk, threaten or harass anyone, gain any unauthorized entry, or interfere with the website's systems and integrity. We shall not bear any liability, whatsoever, for any damage or interruptions caused by any "computer viruses" that may affect your computer or other equipment. We advise the regular use of a reputable and readily available virus screening and prevention software.

### **English Language Controls**

Any translation of this Agreement is provided for your convenience. The meanings of terms, conditions and representations herein are subject to definitions and interpretations in the English language. Any translation provided may not accurately represent the information in the original English.

### **Customer Service**

For customer service or additional information regarding your Card, please contact us at:

Ganaz Mastercard Payroll Card - Customer Service  
113 Cherry S, PMB 63600  
Seattle, WA 98104

OR

Text or call us at the Customer Service numbers on the back of your card.  
Automated Customer Service is available twenty-four (24) hours a day, seven (7) days a week.-

**Telephone Monitoring/Recording**

You agree that from time to time, without further notice to you, we may monitor and/or record telephone calls and electronic communications between you and us to assure the quality of our customer service or as required by applicable law.

**No Warranty Regarding Goods or Services as Applicable**

We are not responsible for the quality, safety, legality, or any other aspect of any goods or services you purchase with your Card.

**Section Headings**

Section headings in this Agreement are for convenience of reference only and shall not govern the interpretation of any provision of this Agreement.

**Entire Understanding**

This Agreement sets forth the entire understanding and agreement between you and us, whether written or oral, with respect to its subject matter and supersedes any prior or contemporaneous understandings or agreements with respect to their subject matter.

**Arbitration**

Any claim, dispute, or controversy (“Claim”) between you and us arising out of or relating in any way to this Agreement, your Card, your acquisition of the Card, your usage of the Card, or transactions on the Card, no matter how described, pleaded or styled, shall be finally and exclusively resolved by binding individual arbitration conducted by the American Arbitration Association (“AAA”) under its Consumer Arbitration Rules in your state of residence at a location that is reasonably convenient for both parties.

ARBITRATION OF YOUR CLAIM IS MANDATORY AND BINDING. NEITHER YOU NOR WE WILL HAVE THE RIGHT TO LITIGATE THAT CLAIM THROUGH A COURT. IN ARBITRATION, NEITHER YOU NOR WE WILL HAVE THE RIGHT TO A TRIAL BY JUDGE OR JURY.

We will pay the initial filing fee to commence the arbitration. You and we will have every remedy available in arbitration as you and we would have from a court and will be entitled to reasonable discovery. All determinations as to the scope, interpretation, enforceability and validity of this Agreement shall be made finally and exclusively by the arbitrator. The arbitrator’s award will be binding and final. Judgment on the arbitration award may be entered in any court having jurisdiction.

NO CLASS ACTION, OR OTHER REPRESENTATIVE ACTION, OR PRIVATE ATTORNEY GENERAL ACTION, OR JOINDER OR CONSOLIDATION OF ANY CLAIM WITH A CLAIM OF ANOTHER PERSON SHALL BE ALLOWABLE IN ARBITRATION.

This arbitration provision shall survive: (i) the termination of this Agreement; (ii) the bankruptcy of any party; and (iii) any transfer, sale or assignment of your Card, or any amounts owed on your Card, to any other person or entity. If any portion of this arbitration provision is deemed invalid or unenforceable, the remaining portions shall nevertheless remain in force. Any different agreement regarding arbitration must be agreed to in writing.

This arbitration agreement is made pursuant to a transaction involving interstate commerce, and shall be governed by the Federal Arbitration Act, 9 U.S.C. §§ 1-16.

Solely for purposes of this Section 38 (Arbitration), “We” or “Us” shall mean the Issuer, and its respective successors, affiliates or assignees as well as any third party using or providing any product, service or benefit in connection with

the Card.

**You may reject this Arbitration provision by sending a written rejection notice to us at: Ganaz Mastercard Payroll Card - Customer Service, 113 Cherry S, PMB 63600, Seattle, WA 98104. Your rejection notice must be mailed within 45 days after you receive your first card.** Your rejection notice must state that you reject the Arbitration provision and include your name, address, Account number and personal signature. No one else may sign the rejection notice. If your rejection notice complies with these requirements, this Arbitration provision, and any other arbitration provisions in the cardmember agreements for any other currently open Ganaz accounts you have will not apply to you, except for any claims subject to pending litigation or arbitration at the time you send your rejection notice. Rejection of this Arbitration provision will not affect your other rights or responsibilities under this section or the Agreement.

This card is issued by Sutton Bank, Member FDIC, pursuant to a license by Mastercard. Mastercard is a registered trademark, and the circles design is a trademark of Mastercard International Incorporated.

This Cardholder Agreement is effective 03/25/2024.

You do not have to accept this payroll card.  
Ask your employer about other ways to receive your wages.

Monthly fee	Per purchase	ATM withdrawal	Cash reload
<b>\$0</b>	<b>\$0</b>	<b>\$0</b> in-network <b>\$1.75*</b> out-of-network	<b>N/A</b>

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ATM balance inquiry (in-network or out-of-network)	\$0.50*
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Customer service (automated or live agent)	\$0 per call
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Inactivity	\$0
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**We charge 4 other types of fees.** Here are some of them:

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Foreign Exchange Conversion Fee	3%
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Replacement Card Fee	\$5.00
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\* This fee can be lower depending on how and where this card is used.  
Call 1-888-803-6408 for free ways to access your funds and balance information.

**No overdraft/credit feature.**

Register your card for FDIC insurance eligibility and other protections.

For general information about prepaid accounts, visit [cfpb.gov/prepaid](http://cfpb.gov/prepaid).

Find details and conditions for all fees and services in the cardholder agreement.

Program: Ganaz Mastercard Payroll / Plus Card | Financial Institution: Sutton Bank

**List of all fees for Ganaz Mastercard® Payroll Card and Ganaz Plus Mastercard® Payroll Card**

<b>All Fees</b>	<b>Amount</b>	<b>Details</b>
<b>Get Started</b>		
Card Issuance/Activation	\$0.00	Fee charged for activation of the card.
<b>Monthly Usage</b>		
Monthly Fee	\$0.00	This fee will be deducted from your Card Account each month, beginning on the date of activation and each month thereafter on the anniversary date of activation.
<b>Add Money</b>		
Direct Deposit Fee	\$0.00	
<b>Get /Send Cash</b>		
ATM withdrawal (In-network)	\$0.00	This is our fee. "In-network" means ATMs in the MoneyPass network. In addition, you will not be charged a fee by the ATM operator when you use a MoneyPass network ATM.
ATM withdrawal (Out-of-network)	\$1.75	This is our fee. "Out-of-network" means ATMs that are not in the MoneyPass network. In addition, you may also be charged a fee by the ATM operator, even if you do not complete a transaction.
Over-the-Counter Withdrawal Fee	\$0.00	Assessed each time the Card is used at an Over-the-Counter/In-Person Bank Teller. The Bank/Financial Institution may charge an additional fee for each transaction.
ATM Decline Fee	\$0.00	This is our fee. In addition, you may also be charged a fee by the ATM operator, even if you do not complete a transaction.
<b>Information</b>		
Automated (IVR) Balance Inquiry Phone Calls	\$0.00	Fee for each balance inquiry with the Automated (IVR) system.
Live Agent Phone Calls	\$0.00	Fee for contact with a live customer service agent.
Email and Text Message Alerts	\$0.00	Standard text messaging rates may apply.
Paper Statement Fee	\$0.00	The fee will be charged for each month that a request for an extra statement is made.
ATM Balance Inquiry	\$0.50	This is our fee. You may also be charged a fee by the ATM operator.
<b>Using Your Card Outside the U.S.</b>		
Foreign Exchange Conversion Fee	3.0%	Of the U.S. dollar amount of each transaction done in a foreign country and/or foreign currency.

International ATM Withdrawal	\$1.75	This is our fee. In addition, you may also be charged a fee by the ATM operator, even if you do not complete a transaction.
International ATM Balance Inquiry	\$0.50	This is our fee. In addition, you may also be charged a fee by the ATM operator, even if you do not complete a transaction.
International ATM transaction decline	\$0.00	This is our fee. You may also be charged a fee by the ATM operator, even if you do not complete a transaction.
<b>Other</b>		
Inactivity Fee	\$0.00	The Inactivity Fee will not be charged.
Replacement Card (requested through Employer)	\$0.00	Per replacement card. There is no fee when you get your replacement card directly from your employer.
Replacement Card (requested through Ganaz Customer Service) (Standard Delivery)	\$5.00	Per replacement card ordered and shipped through Ganaz Customer Service.
Additional Fee for Expedited Delivery	\$25.00	Additional expedited shipping fee per replacement card ordered through Ganaz Customer Service with expedited delivery.
Balance Refund Paper Check Fee	\$0.00	This is our fee to issue a paper check.

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

**No overdraft/credit feature.**

Contact Ganaz by calling **1-888-803-6408** for questions about your Card or Card Account. All questions about your Card and transactions made with your Card must be directed to Ganaz, and not Sutton Bank. Ganaz is responsible for servicing your Card and for resolving any errors in transactions made with your Card.

For general information about prepaid accounts, visit [cfpb.gov/prepaid](http://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 [cfpb.gov/complaint](http://cfpb.gov/complaint).

Find details and conditions for all fees and services inside the package or call **1-888-803-6408** or visit [www.ganazcard.com](http://www.ganazcard.com).

Cards are not issued in Connecticut, Hawaii, Illinois, New York, Pennsylvania, and Vermont.

There is a fee for a replacement Card requested through Customer Service in the amount shown in the “Fee Schedule”, which will be deducted from the balance associated with the new Card. You can request a free replacement card through your employer.