



## Visa Prepaid Card Terms and Conditions

To Activate This Card and Obtain PIN call:  
855-657-8588 for Global Prepaid Cards  
866-760-3156 for Visa Prepaid Cards

This Cardholder Agreement ("Agreement") outlines the terms and conditions under which the Visa Prepaid Card or the Global Prepaid Card has been issued to you by Founders Federal Credit Union ("Issuer"), pursuant to a license from Visa U.S.A. Inc. "Card" means the primary Visa Prepaid Card or Global Prepaid Card and any secondary Cards issued to you by Founders Federal Credit Union. The Card is not a credit card, nor a NCUA insured deposit account. By obtaining a Card from us, activating the card, and by using the Card or by permitting anyone else to use the Card, you agree to the provisions of this Agreement, which is subject to amendment, and further agree that this Agreement is binding on your successors, representatives and assignees. "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 Founders Federal Credit Union. You acknowledge and agree that the value available on the Card is limited to the funds that you have loaded onto the Card. You agree to sign the back of the 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 for resale. The Card will remain the property of the Issuer 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.

Our business days are Monday through Friday, excluding federal holidays. Please read this Agreement carefully and keep it for future reference.

### Agreement; Amendments

We agree to maintain the Card for you and to perform according to this Agreement. We may adopt new or amended provisions or any features of the Card which will be effective after notice has been mailed to you at the last address or email address shown for the Card on our records or has been posted on [foundersfcu.com](http://foundersfcu.com) or as otherwise permitted by law. Provisions changed pursuant to regulatory authorities shall be effective per such regulation without further notice. However, if the change is made for security purposes, we can implement it without prior notice.

### Pledge of Shares

You grant and pledge a consensual lien to us on all shares to secure the payment of any of your obligations on or associated with this account. You agree that we can apply the shares pledged at the time of any default on this account without further notice. "Shares" for the purpose of your pledge to secure your obligations to the credit union is defined in your Membership Agreement with us.

### Primary Cardholder - Global Prepaid Card

The individual who purchased the Card is defined as the primary cardholder. The address listed for the primary cardholder must match the billing address for the debit/credit card used to purchase the Card. You must be a resident of the U.S. to purchase the Card. You must be 18 years of age to purchase a Card. However, a parent or guardian may purchase a Card and assign a secondary Card to a minor 13-17 years of age. The person who purchases the Card is the only person authorized to use the Card.

### Authorized Card Users - Global Prepaid Card

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.

### Secondary Cardholder- Global Prepaid Card

You may order an additional Card for another person. The maximum number of additional Cards permitted is four (4). Additional cards will need to be separately activated and can be used in the same manner as the original Card. You have authority to load and transfer funds on each card. You remain liable for any and all usage of an additional Card you authorize. There is a fee for obtaining an additional Card (See the Fees section located on the next page).

### Activate Your Card

You must activate your Card before it can be used. Activate the Global Prepaid Card by calling 855-657-8588 or visit [foundersfcu.com](http://foundersfcu.com). Activate the Visa Prepaid (non-personalized) Card by calling 866-760-3156.

At the time of activation, for your protection and for regulatory purposes, we may request, and you agree to provide, identification verification information. We may use this data for a range of purposes, including but not limited to, facilitating refunds if your Card is lost/stolen, enhancing usage at merchants that may require zip code authorization and aiding in collection efforts in the event of a shortage, as defined herein. We will hold your information in confidence in accordance with the section below entitled "Privacy." If you do not wish to provide the data, or if the data you provide us cannot be appropriately verified, we reserve the right to cancel your Card and reimburse you for the initial load amount.

### Personal Identification Number

You will not receive a Personal Identification Number ("PIN") with your Card. However, you will receive a PIN once you have activated your Card with your

personal information. You will need your PIN to access cash from ATMs and to use at all merchants abroad equipped with global chip & PIN terminals. You may use your Card after activation. 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 forget your PIN, call the customer support number on the back of your card immediately to hear your PIN. Incorrect PIN usage may lead to blocked access at merchant outside the U.S. If this occurs card becomes unusable at merchants outside the U.S. and replacement is required by calling the customer support number. You will have up to 3 attempts at entering a PIN before it locks. The card can still be used at merchants within the U.S. and at any ATM worldwide. If you lock the PIN while attempting to use it in an ATM, you will not need to replace the card, however, you must wait 24 hours for the system to unlock the PIN. During this waiting period, call customer support to hear your correct PIN.

Please note: For security reasons, some countries may be blocked from access. If you are traveling out of the country, contact us before leaving to inquire about which countries and how to enable usage.

### Loading Your Card

**Global Prepaid Card:** You may add funds to your Card at any time. The minimum amount of the initial value load is \$50. The minimum amount of each value reload is \$50. The maximum value credited to the Personalized Prepaid Card on issue is limited to \$5000 and no more than \$5000 can be available for use on the Card at any one time. You may load your Card an unlimited number of times. You may load your Card at a Founders office, at [foundersfcu.com/prepaid](http://foundersfcu.com/prepaid) or by calling the toll free number on the back of your card to initiate funds transfer from your designated funding account. Funds may not be available for immediate use after you have initiated the transfer.

**Visa Prepaid Card:** You may add funds to your Card at any Founders office during business hours. The minimum amount of the initial value load is \$50. The minimum amount of each value reload is \$50. The maximum value credited to the Non-Personalized Prepaid Card on issue is limited to \$2500 and no more than \$2500 can be available for use on the card at any one time. The number of loads is limited to eleven including the initial load.

### Using Your Card/Features

You may only use the Card when a balance is available and only up to the available amount plus any transaction fees. Each time you use your Card, you authorize us to reduce the money available on your Card by the amount of the transaction and any applicable fees. You are not allowed to exceed the available balance through an individual transaction or a series of transactions. Nevertheless, if a transaction exceeds the balance of the available balance on your Card, you shall remain fully liable to us for the amount of the transaction and any applicable fees.

Some merchants may, subject to limits, allow cash-back on purchases and cash may be advanced at financial institutions. Cash-back is only available at U.S. merchants with your Card; it is not available at International merchants.

You may use your Card to purchase or lease goods or services everywhere Visa debit cards are accepted as long as you do not exceed the value available on your Card. 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.

If you use your Card at an automated fuel dispenser ("pay at the pump"), the merchant may preauthorize the transaction amount up to \$75. If you use your Card at a restaurant, a hotel, for a car rental purchase, or for similar purchases, the merchant may preauthorize the transaction amount for the purchase amount plus up to 20% or more to ensure there are sufficient funds available to cover 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 which may take up to 24 hours. 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. For security reasons, we may limit the amount or number of transactions you can make on your Card. Your Card cannot be redeemed for cash. You may not use your Card for online gambling or any illegal transaction.

You do not have the right to stop payment on any purchase or payment 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. All transactions relating to car rentals may result in a hold for that amount of funds for up to sixty (60) days.

### Card Account Balance/Transactions

You are responsible for keeping track of your available balance. It is important to know your available balance before making any transaction. You may review your Card balance and the last 5 transactions activity records by calling the number on the back of your card or by visiting [foundersfcu.com](http://foundersfcu.com). This information is available to you 24 hours a day, 7 days a week. Your Founders Visa Prepaid Card account number and some of the information requested when you ordered the Card are required for authentication.

### Card Replacement/Lost or Stolen Cards/Expired Cards

If you need to replace your Card for any reason, please call the number on the back of your card to request a replacement. You will be required to provide personal information which may include your Card Number, full name, transaction history, copies of accepted identification, etc.

Notify us promptly if the Card is lost or stolen. A replacement Card will be issued for the balance remaining on the Card at the time it is reported lost or stolen subject to unauthorized use of the Card as stated in this Agreement. There is a processing fee for lost or stolen cards noted in the Fees section of this Agreement.

Your Card will expire on the earlier of: nine months from the date of the last value load if the balance is zero, or the date embossed on the front of the Card. The Card is our property and we may revoke the Card at any time without cause or notice. You must surrender a revoked Card and any Additional Cards. You may not use an expired or revoked Card. If your card is a personalized card in good standing, greater than a \$10 balance, and has activity within the previous 90 days, it will automatically reissue.

### Text Message Alerts

Visit [foundersfcu.com](http://foundersfcu.com) to enroll. Once enrolled, click on "Text Message (SMS) Alerts" in the drop down Activities Box. Choose which alerts you would like to receive. To discontinue receiving text alerts, return to this section and "unsubscribe." There is a fee for this service. (Refer to the chart below).

### ATM Usage

The frequency, amount, and timing of cash withdrawals made from ATMs; may be limited by the ATM operator. ATM use is subject to a transaction withdrawal limit of \$500 or 3 withdrawals per 24-hour period. There may be other limitations on the types, frequency, and timing of cash withdrawals established by us from time to time, without notice, for security purposes.

A fee may be imposed by an ATM operator when you initiate a withdrawal or balance inquiry and by any ATM network used to complete the transaction.

### Additional Charges for Transactions in a Foreign Currency and "Cross-Border" Transactions

If you affect or authorize a transaction with your card in a currency other than U.S. Dollars, Visa will convert the charge into a U.S. Dollar amount. The currency conversion procedure includes use of either a government mandated exchange rate, or a wholesale exchange rate selected by Visa, as applicable. The exchange rate Visa uses will be a rate in effect on the day the transaction is processed. This rate may differ from the rate in effect on the date of the purchase or the date the transaction was posted to your account. A Currency Conversion Fee of up to 1% may be applied to transactions that are converted from foreign currencies to U.S. dollars.

Cross-Border Transaction Fee: In addition, Visa charges us a Cross-Border Assessment up to 1% on each transaction on all cross border transactions regardless of whether there is a currency conversion. For purposes of this Section, "cross-border transaction" shall include both (a) transactions initiated in a foreign country which are subsequently settled in the United States, and (b) transactions initiated in the United States but which are ultimately settled in a country outside of the United States. The Credit Union may assess these fees to you to reimburse it for the fee it is required to pay for each of your transactions subject to these terms.

### Our Liability For Failure to Complete Transactions

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

- if through no fault of ours, an ATM or merchant refuses to honor the Card;
- if through no fault of ours, you do not have enough money available on your Card to complete the transaction;
- 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 circumstances beyond our control (such as fire, flood, or communication failure) prevent the completion of the transaction; or
- any other exception stated in this Agreement with you.

### Information About Your Right to Dispute Errors

In case of errors or questions about your electronic transactions, call the number on the back of your card or write to: Cardholder Services P.O. Box 7235, Sioux Falls, SD 57117-7235 if you think your statement or receipt is wrong or if you need more information about a transaction listed on the statement or receipt. We must hear from you no later than 60 days after the transaction is posted to your account. Tell us your name and Card number. Describe the error or the transaction you are unsure about, and explain as clearly as you can why you believe it is an error or why you need more information. Tell us the dollar amount of the suspected error. If you provide this information orally, we will require that you send your complaint or question in writing within ten (10) business days.

Generally, we will tell you the results of our investigation 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) calendar days to investigate your complaint or question. If we decide to do this, we will credit your Card 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 us to complete our investigation. If we ask you to put your complaint or question in writing and we do not receive it within ten (10) business days, we may not credit your Card.

If we decide that there was no error, we will send you a written explanation within 3 business days after we finish our investigation and any credit made under the preceding paragraph must be repaid by you. You may ask for copies of documents that we used in our investigation.

### Zero Liability

Visa's Zero Liability policy means 100 percent protection for you. Visa's enhanced policy guarantees maximum protection against fraud. You now have complete liability protection for all of your card transactions that take place on the Visa system. Should someone steal your card number while you're shopping, online or off, you pay nothing for this fraudulent activity.

If you notice fraudulent activity on your card, promptly contact your financial institution to report it. It is important to continually monitor your monthly statement to identify any unauthorized transactions. \*\*

*\*\*Cardholders should always regularly check their transaction history for accuracy. Financial institutions may impose greater liability on the cardholder if the financial institution reasonably determines that the unauthorized transaction was caused by the negligence or fraudulent action of the cardholder-which may include your delay for an unreasonable time in reporting unauthorized transactions.*

### Unauthorized Use of Your Card

Our zero liability policy may protect you from liability for certain unauthorized transactions. This does not apply to ATM transactions. Under our zero liability policy, unless you have been negligent or have been engaged in fraud, you will not be liable for any unauthorized transactions made with your lost or stolen Card, provided such transactions take place on the Visa Network. For all other unauthorized transactions, you may be liable for up to \$50. If you are negligent or have engaged in fraudulent conduct, you could lose all the money in your account. A transaction is unauthorized if it is not initiated by you, you did not give permission to make the transaction and you do not benefit from the transaction in any way. Any unauthorized transactions will be re-credited to your Card in 5 business days.

Also, if your account history has transactions that you did not make, tell us at once by calling the number on the back of your card. If you do not tell us within 60 days after the transaction was posted to your account, you may not get back any money you lost if we can prove we could have stopped someone from fraudulently using the Card if you had told us in time. If we believe that a good reason kept you from telling us, we will extend the time periods.

### Termination

We reserve the right to terminate this Agreement or any of the services that are described herein by giving you written notice. You may, at any time, terminate this Agreement by calling the number on the back of your card. Termination will not affect any of our rights or your obligations arising under this Agreement prior to termination.

### Assignment

We may at any time and without notice to you assign the Card, this Agreement or any of our rights or obligations under the Card or this Agreement to any person or entity. The person or entity to which we make any such assignment shall be entitled to all our rights and/or obligations under this Agreement, to the extent assigned.

### Privacy

Please refer to [foundersfcu.com](http://foundersfcu.com) for our policies on information collection and sharing.

### Unclaimed Funds

The balance on an expired card will become unclaimed funds and income to Founders Federal Credit Union if, as shown by our records, you have not, prior to the expiration of the card, caused any activity or received any payments with regard to the Card, indicated any interest in the Card, corresponded with us concerning the Card, or otherwise indicated an interest in the Card as evidenced by a writing on file with us.

Prepaid Card Account Fees and Charges	
<b>Card Issuance</b>	Visa Prepaid Card Issued at a Founders Office: \$6.00 Global Prepaid Card ordered online or at a Founders Office: \$10.00
<b>Secondary Card</b>	Same as primary card fees.
<b>Monthly Maintenance</b>	\$1.00/month after 3 months from date of issue.
<b>Card Replacement</b>	Visa Prepaid Card: \$7.00 Global Prepaid Card \$10.00
<b>Lost/Stolen Processing</b>	\$10.00 <i>An emergency card replacement can be requested if the PIN is blocked and/or circumstances require an immediate turnaround on shipping for an additional \$35.</i>
<b>Rush Delivery</b>	Additional \$20.00 for Card sent via express mail.
<b>SMS Text Messaging</b>	\$1.00/month (enrollment required)