

## FREQUENTLY ASKED QUESTIONS – DEBIT RELEASE CARDS

### Is there a fee charged when cards are activated?

No. Debit release cards are loaded and activated free of charge. No fee is applied to or taken from the available balance when loading release funds onto a debit release card for an individual being released.

### Is my money protected?

Yes. All release funds are guaranteed and fully insured through an FDIC insured bank.

### Does my release card expire?

**Yes.** The Release Pay card has a 5 year expiration date. If the card expires contact customer service for a new card. No cost.

### Are there any inactivity fees or monthly charges made against the funds on the card?

No. There are no monthly service fees or inactivity fees charged to the cardholder or removed from the balance of the card at any time.

### What fees are associated with the debit release card?

The following transaction types or services are free of charge to every cardholder:

- i. Calls to customer service for support and assistance
- ii. PIN change / reset requests
- iii. Point of Sale (POS) purchases
- iv. POS purchases with cash back
- v. POS decline
- vi. Card to bank or PayPal funds transfers
- vii. Cash out (full or partial) when using any Principle MasterCard member institution

The following fees are associated with the debit release cards being offered hereunder and are the only fees allowed to be charged to any cardholder or against any available balance on such card.

<u>TRANSACTION / USAGE TYPE*</u>	<u>CHARGE**</u>
ATM Account Inquiry Fee .....	\$1.50
Domestic ATM Fees .....	\$2.75
Domestic ATM Decline Fee (NSF) .....	\$2.75
International ATM Fees .....	\$3.75
International ATM Decline Fee (NSF) .....	\$3.75
Replacement for Lost or Stolen Card .....	\$0.00
Account Closure Fee for a cash-out of balance of card and paid out by check.....	\$0.00

\*Additional fees may also be imposed by the local ATM provider and banks, and if charged, are in addition to these stated fees and are not charged by nor paid to RFS.

\*\*Any charged amount will automatically be deducted from the balance available on the card at the time of the transaction or attempted transaction

### Who do I contact for assistance with my card or if I have questions?

Contact Rapid Financial Services at 1-877-287-2448 or by visiting [releasepay.com](http://releasepay.com) .