

Client FAQs

Are there limits to load amounts?

A limit of \$100k in loads to the primary account is in place. Along with the \$100k monthly limit on the Master Account, there is a card load limit of \$10k. This is a program limit for all accounts. This limit cannot be modified on a business by business basis at this time. However, we are always open to ensuring that the limits continue to meet the customer needs.

If you have \$100 on the card and the bill is \$101 is the entire transaction declined or just the \$1?

The entire transaction would be declined.

If an employee is terminated and still has an outstanding balance can you deny their access or remove them and regain the outstanding balance?

Absolutely. You can immediately suspend someone's card so they no longer have access, and pull the funds back into the company vault in real time.

A lost card or fraud how do you handle that and who is liable?

If a Companion Card and/or PIN has been lost or stolen or someone has made an unauthorized transaction with a Company's Companion Card and/or PIN, it should immediately be reported or in no event later than thirty (30) days of the date of the transaction at issue. Under MasterCard Rules, the business customer will not be liable for any unauthorized transactions if they have exercised reasonable care in safeguarding their Companion Card/s from risk of loss or theft.

Is this an ACH or card based transfer?

The transfer to your company vault is via ACH. Our 2017 roadmap includes shortening the time it takes to fund via ACH from 3 days to 24 hours and adding the ability to load via credit or remote deposit capture from a check. You will be notified when those features become available. The movement of funds from the company vault to an employee card or vice versa is instantaneous.

What is the cost to the financial institution?

There is no cost to the institution.

Are account balances held at the underwriting bank?

Yes. All the balances are held at Sunrise Banks

Do you see businesses taking advantage of this product and using it to pay their employees instead of a paycheck or direct deposit?

No, it cannot be used as a payroll card as the program does not meet all requirements needed for a payroll program and the transaction detail is visible to the employer and admins.

What are the CIP questions to add employee cards?

There is a scaled down version of CIP that is run to verify identity for employee cards.

Non-administrators will need to provide: full name, full DOB and last four of SSN for OFAC check only.

Administrators: full name, full DOB, full SSN and physical address for full CIP and OFAC check.

How long does it take to get employee card approved?

If all employee details are provided accurately, the compliance team will review and respond within 24 to 36-hours. As soon as the employee is approved, an employee card package will be produced and mailed on the following business day.

How long does it take for the employee to get the card once it's requested/approved?

Once the employee has been approved by the compliance team, the employee card is produced and mailed on the following business day. The employee card is shipped via USPS first class mail and may take 4 to 7 business days. Total time from an employee card being requested to card in hand is 8 to 11 business days. Please note that this is best case assuming that all employee details provided are accurate and employee passes compliance review and Patriot Act requirements.

How long is the company enrollment process?

The enrollment process is through the website and requires approximately 20 to 30 minutes. Once all the information requested is accurately entered and requested documents are uploaded, the compliance team will require 24 to 36 hours to review. On approval, the account will be set up and the card package produced and mailed on the following business day. When the Account is approved, we also send out a WELCOME EMAIL the same day. The entire enrollment process and card delivery is a 10-13 business day process. Please note that this is based on an applicant completing and providing information needed in the on-line application accurately and uploading all required documents. The applicant must then be approved by the compliance team. In some instances, the applicants do not fully complete the application which requires communication from our team to assist the applicant to fully and accurately complete the application. We are continuing to work with our bank to improve, simplify and shorten this process. An email/call is made offering a demo to support and provide a dynamic first use experience to all approved applicants.

What is the history retention on cardholder and admin transaction viewing?

All transaction history is retained from the beginning of their life cycle and may be reviewed within their applications by date.

What are the fees for the program?

These are all charged to the Primary Account except for the Foreign Transaction which is applied to the card:

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| <p>Additional Companion Card</p> <p>Company can originate enrollment with up to 20 cards at no charge. Additional companion cards above initial quantity of card offering are subject to a one-time fee for account creation.</p> | <p>\$5.99 per Companion Card</p> | <p>One time for each additional companion card requested. Fee assessed at time of companion card account opening subject to the provision and terms of the companion card agreement.</p> |
| <p>Replacement Companion Card due to Lost / Stolen</p> <p>If a Companion Card is reported lost or stolen, such account will automatically be closed and remaining funds returned to the primary account. If Company requests replacement card, a one-time fee will be assessed.</p> | <p>\$5.99 per Replacement Card.</p> | <p>One time for each replacement card.</p> |
| <p>Expedited Shipping for Companion Cards</p> <p>All Companion Cards will be fulfilled using United States Postal Service free of charge. Karmic Labs will charge an additional fee if you request expedited processing (2 business days) of a replacement or reissued Card.</p> | <p>\$35.00 per Companion Card Fulfillment</p> | <p>One time for each fulfillment request.</p> |

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| <p>Paper Statement Fee</p> <p>All statements are available electronically, at no cost, through our Authorized Service Provider Website. If a monthly paper statement is requested for either the primary or companion card members; a fee will be assessed per Account for each monthly paper statement requested and issued.</p> | <p>\$10.99 per Month per Account requesting Paper Statements (there is no fee for statements made available electronically)</p> | <p>Monthly</p> |
| <p>Paper Copy of E-Communications</p> <p>The E-Communication Statements is available electronically, at no cost, through our Authorized Service Provider Website. A fee will be assessed if Company elects to withdraw from receipt of E-Communications Statements and, instead, requests a paper copy of E-Communications.</p> | <p>\$10.99 for each E-Communication paper publication and fulfillment (there is no fee for statements made available electronically)</p> | <p>Per instance.</p> |
| <p>Paper Check Issuance After Account Closure</p> <p>If Company elects to close its BizNOW Prepaid Account and if remaining funds exist on either the Primary Account or any Companion Cards, the Company may transfer all BizNOW funds back to its financial institutional account electronically free of charge.</p> <p>However, a one-time fee will be assessed if Company requests remaining funds be mailed to Company in the form of a check.</p> | <p>\$39.99</p> | <p>One time instance</p> |
| <p>Foreign Transaction Fee (NOTE: this fee is charged to the card).</p> <p>A fee charged on a transaction in which the merchant is located in a Country other than the U.S. or processes transactions outside of the U.S. If a fee is imposed, the fee will be denoted as "Foreign Transaction Fee" on your transaction history/statement.</p> | <p>3% of purchase value</p> | <p>Immediate upon authorization</p> |