

Terms and Conditions

Important Disclosures

The following are your San Mateo Credit Union Visa® Prepaid Debit Card Terms and Conditions. “Agreement” means these Visa Prepaid Debit Card Terms and Conditions. “We” “us” and “our” refer to San Mateo Credit Union. “You” and “your” refer to the person who has obtained a Visa Prepaid Debit Card from us. “Card” means the primary Visa Prepaid Debit Card and any secondary Visa Prepaid Debit Cards obtained from us. Please read the following carefully and keep them for your records. Upon receipt, the Visa Prepaid Debit Card should be signed immediately. By accepting and using your Visa Prepaid Debit Card, you are agreeing to these Terms and Conditions.

Agreement; Amendments

We agree to maintain the Card for you and to perform according to this Agreement. 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 assigns. We may from time to time adopt new or amended provisions which will be effective after notice has been provided to you. Provisions changed pursuant to regulatory authorities shall be effective per such regulation without further notice. You must be a resident of the U.S. to purchase this Card.

Card Registration

You may activate and register your Card on the SMCU Visa Prepaid Debit Card website, which can be accessed through smcu.org/prepaid. You can also activate your Card by calling **(855) 657-8588**. A PIN will be assigned after your Card is activated. You must sign the back before you can use the Card. Non-Personalized Cards should be registered on the website noted above.

Lost/Stolen Cards, Questions, Issues or Balance/Transaction Information

Call Card Support at **(855) 657-8588**. An emergency card replacement can be requested if the PIN is blocked and/or circumstances require an immediate turnaround on shipping out the replacement card; there will be an extra cost of **\$35** assessed to the prepaid card for this Emergency Card Replacement service.

Foreign Exchange

If a Card transaction is made in a currency other than that loaded on the Card, the amount will be converted into the appropriate currency at an exchange rate on the day the transaction is processed. The exchange rate used to determine the transaction amount in US dollars is either a rate selected from Visa from the range of rates available in wholesale currency markets for the applicable central processing date, which rate may vary from the rate Visa itself receives, or the government mandated rate in effect for the applicable processing date.

Right to Restrict Access

We may restrict access to the Card, temporarily or permanently, if we notice suspicious activity in connection with the Card, and we will notify you if we do so. We have no liability for restricting access to the Card because of suspected suspicious activity.

Right to Revoke Card

The Card is the property of San Mateo Credit Union and we may revoke the Card at any time without cause or notice. You agree to surrender a revoked Card promptly upon demand. Upon revocation, any stored value remaining on the Card will be refunded to you less any applicable fees.

Using Your Card

Your Visa Prepaid Debit Card is issued by San Mateo Credit Union and may be used for purchases at most merchants where Visa debit is accepted. The Card may not be used at some merchants including non-financial money exchange establishments and gambling establishments. Some merchants, like gas stations, restaurants, hotels, or rental car agencies may attempt to submit authorizations against the Card for an amount greater than the actual purchase amount. If a merchant attempts an authorization greater than the balance remaining on your Visa Prepaid Debit Card, the transaction may be declined.

This San Mateo Credit Union Visa Prepaid Debit Card is not a credit card. You may only use it when there is a balance remaining on the Card and only up to the amount left on the Card. Purchases will be deducted from your San Mateo Credit Union Visa Prepaid Debit Card until the value reaches zero. If you are given value through the use of the Card greater than the balance remaining, you will pay us on demand the amount by which your transactions exceeded the balance on the Card.

Personalized Cards can be reloaded unlimited times with a limit of three (3) times in a seven (7) day period. Non-Personalized Cards can only be reloaded three (3) additional times after the initial load, up to \$15,000.00.

To make a purchase greater than the balance on your Card, you will need to use a second payment method to cover the difference. When making your purchase, tell the cashier in advance how much to deduct from your Card and how much you will pay with the second payment method.

SMCU's Visa Prepaid Debit Card Account Fees and Charges

Enrollment Fee: \$4.95

Secondary Card Fee: \$4.95

Card Replacement/Reissue Fee: \$10.00

Emergency Card Fee: \$35 (if requested)

Load Amounts: \$50 minimum - \$5,000 maximum

ATM Transaction Fee: \$1.00 (first 3 per month are free)

Monthly Maintenance Fee: \$2.00

Express Delivery Fee: \$20.00

Reload Fee: \$2.00 (first 3 per month are free)

Live Agent Call Fee: \$3.00 (first call per month is free)