

January 10, 2024

NOTICE OF ACCOUNT CLOSING

Dear Cardholder,

Our records indicate you have an Exact Prepaid Mastercard® issued by The Bancorp Bank, N.A. This is a prepaid card and therefore is not reportable to any credit reporting agency. This is not an attempt to collect a debt.

This letter contains important, time-sensitive notifications.

Effective February 12, 2024, you will not be able to reload your Card. This means all cash loads, mobile check deposit, and recurring load activity, such as direct deposit of your pay or government benefits payments will no longer be available. If you have recurring load activity you must make arrangements with your bank, payment provider or payroll department to stop the loads from posting to your account as soon as possible before **February 12, 2024**. Any recurring loads sent to the account on or after February 12, 2024, will be rejected and returned to the payer.

Effective March 11, 2024, all services in connection with this Card program will be discontinued. Your account will close March 11, 2024, or on your Card's expiration date, whichever comes first. This means that on the effective date that applies to you, your Card will no longer be usable.

If you do not wish to spend the funds remaining in the account prior to the effective date that applies to you, you can choose when and how to receive the funds from us:

If you want to receive a check from us before the effective date that applies to you, please call 888-924-2653 for assistance. Customer Service will be available to assist you with any questions or concerns until June 3, 2024.

If you do nothing, any available balance remaining in the account after the effective date will be refunded to you by check. If you have one or more secondary cards, the funds on the secondary account will be moved back to the primary card account and a single refund will be issued for all accounts. The check will be mailed to you at the address on file within sixty (60) days of **March 11, 2024**. Per the Cardholder Agreement, we reserve the right to not refund any unused balance of \$1.00 or less. You can view the Cardholder Agreement online at myexactaccount.com until June 3, 2024.

The available balance remaining in the account is subject to adjustment based on refunds and/or the outcome of dispute claims. If a claim is submitted and/or resolved in your favor after **March 11, 2024**, and a check for the available balance was already sent to you, a separate check representing the value of the favorably resolved claim will be mailed to you.

Thank you very much for using your Card. We regret any inconvenience you may experience. If you have questions about this letter, or need information related to your Card after **March 11, 2024**, please call **1-877-554-2339**. **For any other inquiries, please call the telephone number printed on the back of your Card.**

Sincerely,

Exact Customer Service

The Exact Prepaid Mastercard® is issued by The Bancorp Bank, N.A., Member FDIC, pursuant to license by Mastercard International Incorporated. Mastercard is a registered trademark of Mastercard International Incorporated.