



Jiko Bank, a division of Mid-Central National Bank

Jiko Solid™ Debit Card and Jiko Virtual Debit Card Agreement and Disclosure Statement

Revised September 27, 2023

This Jiko Solid™ Debit Card and Jiko Virtual Debit Card Agreement and Disclosure Statement (“Card Agreement”) sets forth the terms, conditions, and disclosures that apply to the Jiko Solid™ Debit Card and the Jiko Virtual Debit Card issued by Jiko Bank (“Jiko”), a division of Mid-Central National Bank (individually and collectively with Jiko, the “Bank”), to you in connection with the Jiko Bank Account Agreement. When we use the terms “Card” or “Cards” in this Card Agreement, we are referring to both the Jiko Solid™ Debit Card and the Jiko Virtual Debit Card. As used in this Card Agreement, the words “we,” “us,” and “our” refer to the Bank, and the words “you” and “your” refer to each person to whom the Bank issues a Card. The Cards access a bank account you have established with the Bank (“Jiko Bank Account”). This Card Agreement incorporates, supplements, and supersedes, where inconsistent with respect to the Cards, the terms of your Jiko Bank Account Agreement (“Jiko Bank Agreement”) with the Bank. Please see the Jiko Bank Account Agreement and its schedules for additional terms (including without limitation regarding arbitration of disputes and governing law) that apply to the Cards as well as the Jiko Bank Account.

By opening your account with Jiko or by activating or using your Card, you consent to the terms of this Card Agreement. If you desire to deactivate or cancel your card, contact Member Support at our contact information provided below. In addition, you agree to shred and/or destroy any deactivated or canceled Jiko Solid™ Debit Card.

1. **Jiko Virtual Debit Card.** You may request a Jiko Virtual Debit Card number for Online and Phone transactions, when available, through the Jiko App once you have been approved for a Jiko Bank Account.

You may access the funds in your Jiko Bank Account for purchases made online or over the phone. You will not receive a PIN for use with a Jiko Virtual Debit Card. Acceptance of a Jiko Solid™ Debit Card is not a requirement to receive a Jiko Virtual Debit Card.

2. **Jiko Solid™ Debit Card.** If we grant your request for a Jiko Solid™ Debit Card, it will be mailed to the address on file with us or the address you designate at the time of request. When you receive your Jiko Solid™ Debit Card, use the Jiko App to activate the Jiko Solid™ Debit Card and create your PIN.



3. **Services.** Each Card is a debit card issued on the Visa card network (“Visa”). The Card may be used wherever Visa®, Interlink®, Plus®, or PULSE® cards are accepted to perform the transactions and is subject to any dollar amount or frequency limitations set forth in the Limitations Disclosures as currently in effect. The Limitations Disclosures may be changed by us from time to time. The latest version of the Limitations Disclosures is always available on the Jiko App, and you should check the current version that applies to this Card Agreement.

The Jiko Solid Debit Card may be used to:

- Withdraw cash from your Jiko Bank Account at an automated teller machine (“ATM”) that displays the Visa®, Plus®, or PULSE® logo.
- Pay for purchases at brick-and-mortar stores and other physical places that accept the Visa®, Interlink®, or PULSE® logo. The Jiko Solid™ Debit Card may not be used for any transactions conducted over the telephone, the internet, or any other online or “card not present” transactions.

For point-of-sale purchases, we will charge the amount of your purchases to the Jiko Bank Account. Cash refunds will not be made to you for POS purchases made with your Jiko Solid™ Debit Card. If a merchant gives you a credit for merchandise returns or adjustments, it may do so by processing a credit adjustment, which we will apply as a credit to the Jiko Bank Account.

The Jiko Virtual Debit Card may be used to:

- Pay for purchases over the phone or at any online merchant that displays the Visa® or PULSE® logo.

Some of these services may not be available at all terminals or websites. You can use your Card to perform transactions only for the Jiko Bank Account at the Bank that is linked to your Card.

4. **Personal Identification Number (PIN).** You will need your PIN to use your Jiko Solid™ Debit Card at ATMs and most POS terminals. You may be asked to sign a sales slip or provide identification, rather than enter your PIN, for certain POS transactions. At some merchants, such as gas stations, you may not be required to sign your name or enter your PIN for a Jiko Solid™ Debit Card purchase. Please note that you need access to the Jiko App to activate your Jiko Solid™ Debit Card by setting your PIN, and to reset your PIN.
5. **Processing of Card Transactions.** As discussed in the Jiko Bank Account Agreement, the Jiko Bank Account that is accessed by the Card is linked to a Jiko Brokerage Account you maintain at Jiko Securities, Inc. (the “Brokerage Account”). The Jiko Bank Account at any moment in time often has a zero balance. Accordingly, when you use a Card to make a transaction described above, securities in an omnibus account in the



amount of the Card transaction will be liquidated to the extent required to generate proceeds sufficient to pay the amount of each Card transaction, and funds will be transferred to the Jiko Bank Account to cover the transaction. We may refuse to authorize a transaction if it could not be adequately funded through this process.

6. **Periodic Statements.** You will get a monthly account statement (unless there are no transfers in a particular month. In any case you will get the statement at least quarterly). You agree that we may provide you with your monthly periodic statements electronically through a mobile application (the “Jiko App”), or other means of delivery we choose.
7. **Jiko App Required.** The Jiko App allows users to view, download, and print available monthly Jiko Bank Account statements and card transactions, and communicate with us. You must download and use the Jiko App on your mobile device in order to open and maintain a Jiko Bank Account and to use the Jiko services. Please be aware that you must have a mobile phone or other electronic device that can access the current version of the Jiko App, which we will update from time to time. If you are unable to access the Jiko App, you agree to notify us immediately and we may close your account.
8. **Limitations.** Please see the Limitations Disclosures currently in effect for limitations on the types of transactions you may make using the Card and limitations on the frequency or dollar amount of transactions.

When you use your Card to pay for goods or services, certain merchants (e.g., car rentals, gas stations, hotels, and restaurants) may ask us to authorize the transaction in advance and may estimate its final value. When we authorize the transaction, we commit to making the requested funds available when the transaction finally settles and may place a temporary hold on your Jiko Bank Account for the amount indicated by the merchant (“Authorization Hold”). As described in your Jiko Bank Account Agreement and Jiko Brokerage Account Agreement, your Card transaction may trigger liquidation of your Jiko Brokerage Account holdings to the extent required to generate proceeds sufficient to pay the amounts requested by your Jiko Bank Account and place the Authorization Hold. Until the transaction finally settles or we determine that it is unlikely to be processed, the funds subject to the hold will not be available to you for other purposes. We will only charge your Jiko Bank Account for the amount of the final transaction. Any excess amount of an Authorization Hold remaining after the transaction finally settles will be returned to your Jiko Brokerage Account.

If the merchant does not promptly settle the transaction, we will generally release the Authorization Hold within 30 days from the time of authorization. For certain types of transactions, the Authorization Hold can be longer, including up to 30 business days for car rental, hotel, cash disbursements, and international Card transactions. This list is not exhaustive and Authorization Holds may be longer. You agree that the merchant has sole responsibility for when an authorized transaction finally settles.



If the merchant does not submit the transaction for payment within the time we allow, we may release the Authorization Hold. This means that funds held in your Jiko Bank Account will return to your Jiko Brokerage Account. Please note that after the Authorization Hold is lifted, a merchant may later submit your transaction for settlement. If this happens, we may honor the prior authorization, and we will pay the transaction from your Jiko Bank Account by liquidating sufficient holdings from your Jiko Brokerage Account to cover the final amount of the transaction.

9. **Foreign Transactions.** If you obtain funds or make a purchase in a currency other than the currency in which the Card was issued, Visa® will convert the transaction amount using its currency conversion procedure. The exchange rate between the transaction currency and the billing currency used for processing international transactions is either a government-mandated rate or a rate selected by Visa® from the range of rates available in wholesale currency markets for the applicable transaction. We may charge you a fee in connection with these transactions.
10. **Record of Your Card Transactions.** We will provide you with a monthly statement each month in which a Card transaction is made on your Accounts, or at least quarterly. We reserve the right to stop periodic statements if we determine, in our sole discretion, that your Jiko Bank Account is inactive. With the exception of certain POS transactions under certain dollar limits that may change from time to time, you can get a receipt at the time you make any transfer to or from your Jiko Bank Account at an ATM or a POS terminal. You will get a monthly Jiko Bank Account statement within 20 days of the first day of the month.
11. **Your Responsibilities.** Card transactions are subject to all the terms, conditions, and agreements applicable to your Jiko Bank Account and Jiko Brokerage Account. You authorize us to debit or credit the applicable accounts for the amount and type of transaction made, any fees, and any other amount you owe in connection with your Card. You agree you are responsible for the following:
 - You must maintain sufficient funds in your accounts to pay for each transaction and all applicable fees associated with the use of your Card.
 - You must pay us immediately, upon demand, any negative balance (consisting of transaction amounts and any other amounts owed us) in your account, and specifically when the negative balance occurs because your account did not have sufficient funds to cover a Card transaction when it finally posts.
 - You will not authorize anyone else to use your Card, PIN, or other access credentials you use to access your Jiko Solid™ Debit Card or Jiko Virtual Card, and you will not transfer your Card to anyone.
 - If you do provide your Card, PIN, or other access credentials you use to access your Jiko Solid™ Debit Card or Jiko Virtual Card to another person, you agree you



are responsible for transactions they make, even if those transactions exceed the scope of the authorization you gave them.

- You will not use your Card in an illegal transaction or in connection with an internet gambling transaction.
- You will take reasonable steps to protect the security and confidentiality of your Card and other access credentials.

12. Our Liability for Failing to Make Transfers. If we do not complete an electronic fund transfer to or from your Jiko Bank Account 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 exceptions. We will not be liable, for instance, if:

- Through no fault of ours, you do not have enough available funds in the Jiko Bank Account to make the transfer.
- The funds in your Jiko Bank Account(s) are subject to legal process, an uncollected funds hold, or are otherwise not available for withdrawal.
- The transaction cannot be completed because your Jiko Solid™ Debit Card is damaged.
- The ATM where you are making the transaction does not have enough cash.
- The system, ATM, or POS terminal was not working properly and you knew about the problem when you started the transaction.
- Circumstances beyond our control (such as fire, flood, water damage, power failure, strike, labor dispute, computer breakdown, telephone line disruption, or a natural disaster) prevent or delay the transfer, despite reasonable precautions taken by us.
- We have reason to believe the transaction may not be authorized by you.
- There may be other exceptions stated in our Jiko Bank Account Agreement with you.

13. Card and PIN Security. You agree not to disclose or otherwise make your Card numbers or PIN available to others. For security reasons, you agree not to write your PIN on your Jiko Solid™ Debit Card or keep it in the same location as your Jiko Solid™ Debit Card. You agree to return the Jiko Solid™ Debit Card to us upon our request.

14. Lost or Stolen Card/PIN. If you believe your Card or PIN has been lost or stolen or that someone has transferred or may transfer money from your Jiko Bank Account without your permission, call us at the number below.

15. How to Report Unauthorized Transactions and Resolve Errors or Questions. Call or write to us at the phone number or postal address below, as soon as you can if you think your statement or receipt is wrong or if you need more information about a



transfer listed on the statement or receipt. We must hear from you no later than 60 days after we sent the FIRST statement on which the problem or error appeared.

- Tell us your name and the last four (4) digits of your Jiko Bank Account number. We may request additional information to verify your identity.
- Describe the error or the transfer 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 and approximately when the error took place.

It would be helpful if you also provided us with any supporting documentation related to the error. If you tell us orally, we may require that you send us your complaint or question in writing within 10 business days.

We will determine whether an error occurred within 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 45 calendar days to investigate your complaint or question. If we decide to do this, we will provisionally credit your account within 10 business days of receiving the error notice for the amount you think is in error, so that you will have the use of the money during the time that 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 10 business days, we may not provisionally credit your account.

For errors involving new accounts, point of sale, or foreign-initiated transactions (transfers initiated outside of the United States), we may take up to 90 calendar days to investigate your complaint or question. For new accounts, we may take up to 20 business days to provisionally credit your account for the amount you think is in error.

We will correct the error, if any, within one business day after determining the error occurred, and tell you the results within three business days after completing our investigation. If we decide that there was no error, we will send you an explanation by e-mail within three business days of the investigation being completed. If a provisional credit is reversed, we will notify you of the date and amount of the reversal. You may ask for copies of the documents that we used in our investigation.

16. **Declined Transactions.** We may decline transactions for any reason, including suspected or actual fraud, violation of applicable law, or your default under this Card Agreement. We are not liable to you or anyone else if we do not authorize a transaction. If we decline a transaction, we may advise the person who attempted the transaction that was declined. We are not responsible if anyone refuses to accept your Card.
17. **Your Liability for Unauthorized Electronic Fund Transfers.** Tell us AT ONCE if you believe a Card or PIN has been lost or stolen or has been used by someone without authorization. Notifying us by telephone at the number below is the best way of keeping your possible losses down. You can also write us at the address provided below. You



could lose all the money in your Jiko Bank Account plus all of the money that can be transferred to the Jiko Bank Account from the Jiko Brokerage Account through the process described in the Jiko Bank Account Agreement under “Services Related to the Jiko Bank Account.” If you notify us within 2 business days after you learn of the loss or theft of a Card or PIN, you can lose no more than \$50 if someone used your Card or PIN without your permission. If you do NOT tell us within 2 business days after you learn of the loss or theft of your Card or PIN, and we can prove we could have stopped someone from using your Card or PIN without your permission if you had told us, you could lose as much as \$500. (This \$500 liability provision does not apply to Cards issued to California account holders.)

Also, if your statement shows transfers that you did not make, tell us at once. If you do not tell us within 60 days after the statement was mailed to you, you may not get back any money you lost after the 60 days if we can prove that we could have stopped someone from taking the money if you had told us in time. If a good reason (such as a long trip or a hospital stay) kept you from telling us, we will extend the time periods.

Visa® Zero Liability Policy: Your Card comes covered by Visa® Zero Liability protection, which provides you with more coverage than what Regulation E requires for consumer cards. With the Zero Liability protection, you will have no liability for any Card transactions that you did not make or authorize on the Visa® network, so long as those transactions occurred before the end of the 60-day period described in the “How to Report Unauthorized Transactions and Resolve Errors or Questions” section. Visa®’s Zero Liability Policy does not apply to certain commercial cards or transactions not processed by Visa® or ATM transactions processed outside the U.S. For more information, visit the Visa® website.

18. **Fees.** We may charge a fee for ATMs operated by Mid-Central National Bank. When you use an ATM not owned by us, you may be charged a fee by the ATM operator and any network utilized to effect the transaction. You may be charged a fee for a balance inquiry even if you do not complete a fund transfer. We may update our terms of service to charge fees in connection with your use of the Card and will disclose those to you as required by law.

Some merchants may assess a fee when you use your Card for a purchase or for cash back. This fee will be included in the total purchase amount. You may also be charged a fee by other banks and financial institutions for cash disbursements at their branches. That fee may also be added to your total disbursement.

19. **Business Days.** Our business days are Monday through Friday, excluding all U.S. Federal holidays.
20. **Disclosure of Account Information.** We may disclose information to third parties about your accounts and the transactions you perform:



- To our agents, contractors, affiliates, and representatives who service, process, or provide similar functions in connection with your Account,
- Where it is necessary or helpful in verifying or completing a transaction,
- In order to verify the existence and condition of your account for a third party, such as a credit bureau or merchant,
- In order to comply with government agency, court orders, or other legal process,
- When we deem necessary in our sole judgment to protect you, your Account, or our interests,
- As required or permitted by law,
- With your consent.

Please see the Bank's Privacy Notice for further details.

21. **Change in Terms/Other Terms.** We may add to, delete, or change the terms of this Card Agreement or the Limitations Disclosures at any time, and without prior notice, unless required by applicable law. You agree that we may make changes that are effective immediately upon updating the version available in the Jiko App or at such other date we designate. You agree that if we provide notice, we may notify you of changes by email, within the Jiko App, or other means we choose. To the extent required by law, your continued use of your Card after we provide such notice is your express acceptance of any updated terms. The current version of this Card Agreement is available in the Jiko App. Please check the Jiko App from time to time for the latest version of this Card Agreement. Again, please also see your Jiko Bank Account Agreement for other terms that apply to your Card and Jiko Bank Account.

22. **Termination.** We may freeze or terminate your use of the Card or this agreement, the PIN, and this service with or without cause at any time without prior notice. We may terminate your use of the Card, the PIN, and this service immediately if you or any owner of your Jiko Bank Account breaches this Card Agreement or any other agreement with us, we have reason to believe that there has been or may be an unauthorized use of your Jiko Bank Account, Card, or PIN, there are conflicting claims to the funds in your Jiko Bank Account, or you request that we do so.

If you or any owner or authorized signer on your Jiko Bank Account asks us to terminate your Jiko Bank Account or any Card associated with your Jiko Bank Account, you will remain liable for transactions performed by you or any other cardholder on your Jiko Bank Account.

23. **Handling Preauthorized (Recurring) Payments.**

- **Right to stop payment and procedure for doing so.** If you have told us in advance to make regular payments out of your account, you can stop any of

these payments. Call or write us in time for us to receive your request 3 business days or more before the payment is scheduled to be made. If you call, we may also require you to put your request in writing and get it to us within 14 days after you call. There is no fee to stop a preauthorized (recurring) payment using your Card. We may not be able to stop a payment on a purchase transaction that is not a preauthorized (recurring) transfer.

- **Notice of varying amounts.** If these regular payments may vary in amount, the person you are going to pay will tell you, 10 days before each payment, when it will be made and how much it will be. The party you are going to pay may allow you to choose instead to get this notice only when the payment would differ by more than a certain amount from the previous payment, or when the amount would fall outside certain limits that you set.
- **Liability for failure to stop payment of preauthorized transfer.** If you order us to stop one of these payments 3 business days or more before the transfer is scheduled, and we do not do so, we will be liable for your losses or damages.

24. **Account Inquiry.** If you have arranged to have direct deposits made to your account at least once every 60 days from the same person or company, you can call us at the number below to find out whether or not the deposit has been made. You have the right to contact us to find out whether an electronic transfer has been credited or debited to your Account. Call or write to us at our contact information below.

25. **Card Expiration.** Your Physical Debit Card is issued with an expiration date, and you will not be able to use your Card after the expiration date listed. We reserve the right not to renew your Card at our discretion.

26. Card and ATM Safety.

- Always protect your Card and keep it in a safe place, just like you would cash, credit cards, or checks. If your Card is lost or stolen, contact us immediately.
- Avoid using numbers for your PIN that are easily identified (such as birth date, phone number, or address). Note: Most ATMs outside of the U.S. require a four-digit numeric PIN.
- Memorize your PIN, and do not write it down or give it to anyone.
- Change your PIN every six months. If you have forgotten your PIN or want a new one, contact us.
- Review your account statements and report fraudulent transactions to us immediately.
- Make sure your internet transactions are secure, and log off from a website after you make a purchase.



- Avoid providing your Card information or PIN over the phone or internet unless to a trusted merchant in a call or transaction that you initiated.
- Before using a merchant terminal or ATM, inspect it for possible skimming devices or the presence of an unauthorized attachment.
- Be sure no one sees you enter your PIN.
- Be aware of your surroundings, especially at night, and be cautious when withdrawing cash. Avoid showing or counting cash at the ATM. Put it away immediately and count it when you are in a secure location such as your car or home.
- When using an ATM with a door that requires card access, close the entry door completely and do not open the door to anyone you don't know.
- The activity around ATM facilities may be recorded by surveillance cameras. If you notice anything suspicious do not use the ATM, and, if you're in the middle of a transaction, cancel it, leave immediately, and visit another ATM.
- If you must use the ATM at night, take someone with you.
- Keep safe or securely get rid of your ATM receipts.
- When using a drive-up ATM, keep your car running, doors locked, and passenger windows up.
- Report all crimes immediately to the operator of the ATM or local law enforcement and call 911 if you need emergency assistance.

27. Our Contact Information. You can call us at:

1-833-333-JIKO (1-833-333-5456);

or write to or email us at:

support@jiko.io

447 Sutter St, Ste 405 #197
San Francisco, CA 94108

Member Support is open from 9 a.m. to 5 p.m. Pacific.