

For questions regarding account history, notice of errors, or preauthorized transfers:

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Call: 1-855-631-3036

Email: cs@cashtn.com

Write: Cash Express • PO Box 71402 • Salt Lake City, UT 84171

In Case of Errors or Questions About Your Prepaid Account: Telephone us at 1-855-631-3036 or write us at PO Box 71402, Salt Lake City, UT 84171 as soon as you can if you think an error has occurred in your registered prepaid account. We must allow you to report an error until 60 days after the earlier of the date you electronically access your account, if the error could be viewed in your electronic history, or the date we sent the FIRST written history on which the error appeared. You may request a written history or your transactions at any time by calling us at 1-855-631-3036 or writing us at PO Box 71402, Salt Lake City, UT 84171.

You will need to tell us:

- (i) Your name and prepaid account number;
- (ii) Why you believe there is an error and the dollar amount involved; and
- (iii) Approximately when the error took place.

We will investigate your complaint and will correct any error promptly. If we take more than 10 business days to do this, we will provisionally credit your account for the amount you think is in error, so that you will have the use of the money during the time it takes us to complete our investigation.

Cash Express Prepaid Cards are issued by Republic Bank of Chicago, Member FDIC, pursuant to a license from Visa U.S.A. Inc.