

Accrue Rewards Program Terms and Conditions

Effective: March 1, 2024

These Terms and Conditions govern the Accrue Rewards Program (“Rewards Program”) and is an agreement between you and Accrue. The Rewards Program is offered by Accrue Money, Inc. (“Accrue” or “Accrue”) to eligible Accrue Prepaid Card Holder. You agree that the use of your Accrue account (“Account”) or any feature of this Rewards Program indicates your acceptance of these Terms and Conditions (the “Rewards Program Terms and Conditions”). These Terms and Conditions incorporate by reference all the provisions of the [Accrue Account Terms & Conditions](#).

The Rewards Program is in partnership with Retail Partners. You must open a Prepaid Account for a Retail Partner in order to receive their individual Rewards Benefits. You may earn Rewards based on your activities and transactions related to the Merchant Wallet (the “wallet”) provided by Cross River Bank, Member FDIC (“Sponsor Bank” or “Bank”) under the Accrue Reward Program.

By agreeing to the Accrue Money Rewards Program Terms and Conditions and participating in the Rewards Program, you give Accrue explicit permission and instruction to act as your agent. This includes reviewing your account data to calculate the Reward applied to each purchase made on your account. This Program is offered to you by Accrue. The Bank is not affiliated with the Program and does not administer it.

Key Definitions:

Account refers to your Accrue Prepaid Card linked to a Retail Partner and the corresponding Rewards Benefits.

Account Balance refers to the funds held on your Prepaid Card. This balance is the total of your available Prepaid Card balance and does not include Rewards Cash.

Accrue Virtual Card refers to a card that only exists in digital forms to make goods and services purchases.

Agreement means this document.

Available Funds is how much you can spend at a Partner Retailer. This amount is the total of your available Prepaid Card balance, available rewards balance, and the “Just in Time Funding” amount (if applicable).

Rewards Program means this Accrue Rewards Program.

You and **your** mean the person responsible for the Account and for complying with this agreement.

Merchant Wallet (“Wallet”) is where you maintain your deposit balance, transactions, Rewards Cash, and other account features for the merchant.

Merchant Wallet Balance refers to the total account balance including available Prepaid Card balance and Rewards Cash earned.

Qualifying Deposit is a deposit from a linked bank account, linked debit card, crowdfunding received onto a Prepaid Card.

Crowdfund is a deposit from a friend or family member to your Account. For more information on this, please refer to the [Accrue Account Terms & Conditions](#).

Rewards Cash gives you “cash” for spending at the Retail Partner you opened your Prepaid Card with. Rewards Cash is not real cash and does not apply to your Prepaid Card balance. Rewards Cash cannot be withdrawn from the account and can only be redeemed towards purchases at the Retail Partner.

Rewards Rate refers to the percentage multiplier used to calculate Rewards Cash awarded to a given wallet for a given deposit.

Qualifying Actions refers to specific activities made that would impact your reward rate. These actions vary from each Retail Partner.

1. Program Eligibility

The Accrue Rewards Program is available to United States citizens who are at least 18 years of age, have a U.S. physical address and have a valid Social Security Number. You must have an open Account with Accrue that is in good standing to be eligible to earn and redeem rewards. **If your account status changes or your account is closed, the Rewards associated with your Account will be forfeited.** If your Account is restored to good standing, any previously earned and unexpired rewards will no longer be available. Rewards will be determined based on the reward rate at the time of deposit.

2. What Type of Rewards You Can Earn

Rewards from Retail Partners will be given in the form of Rewards Cash that can be applied to the purchase of goods or services from the Retail Partner through your Wallet. Rewards Cash cannot be redeemed until they are made available to you. You cannot redeem any rewards if your account status changes or your account is closed. If a Qualifying Deposit returns for any reason, Accrue may debit the reward from the Account within 30 days.

3. How to Earn Rewards

You can earn Rewards from Retail Partners when you receive deposits or contributions to your Prepaid Card. With each qualifying deposit, you will earn Rewards based on your current Reward Rate at the time of each qualifying deposit. Retail Partners may have specific terms for their Rewards.

Your current Rewards Rate for each wallet is displayed in your merchant wallet on the app. You will start earning the minimum Reward Rate provided by the Retail Partner of the Wallet. There are three (3) rewards rates you can unlock. Each time you make a Qualifying Action, you may unlock a higher reward rate until you've reached the highest rate. Once you've reached the highest rate, each Qualifying Action may extend the eligibility period of the highest Reward Rate. You will be notified of the eligibility period when you unlock it and it will be displayed in your Wallet dashboard at any time.

Qualifying actions that may unlock higher Reward Rates or extend eligibility periods are dependent on the merchant you choose for your wallet. These Qualifying Actions may include but are not limited to:

- First deposit
 - Once you open a new wallet, you will be given a designated timeframe to make a qualifying deposit. If the deposit is made within the designated timeframe, this will unlock a higher rate for that Wallet. You can track the remaining time to make the deposit on the Wallet dashboard.
- Configure a savings goal and achieve progress thresholds
 - When you create a savings goal for your Wallet or achieve a progress threshold for that savings goal:
 - You may unlock a higher rate for that Wallet and/or;
 - Extend the eligibility period of the highest rate for that Wallet
- Making a purchase
 - When you make a purchase with your Accrue Virtual Card at the Retail Partner:
 - You may unlock a higher rate for that Wallet and/or;
 - Extend the eligibility period of the highest rate for that Wallet

You will receive a lower reward rate if you do not take a qualifying action within the eligibility period.

4. How to Redeem your Rewards

You can redeem your Rewards Cash by making a purchase with your Accrue Prepaid Card on the Retail Partner App.

You can see your Available Funds for purchases by following these steps:

1. Open your Merchant app
2. Select the wallet option in the app
3. Click "Pay"
4. You will see a window that tells you your current available wallet balance, available rewards, "Just in time funding" amount (if applicable), and the total Available Funds for purchases at the Retail Partner.

Each time you make a purchase, your rewards are applied proportionally based on the percentage of your wallet balance that you spend. For example, if you use 80% of your available wallet balance

towards a purchase, 80% of your available rewards cash will be applied to your purchase.

You may only redeem Rewards Cash at the Retail Partner associated with the Wallet.

5. Closing your Account or Wallet and Forfeiting Rewards

Withdrawal of Wallet Funds:

You may withdraw funds from your Wallet at any time, however once withdrawn any Rewards earned from those funds will be forfeited. You may choose to transfer these funds to a new or existing Accrue Wallet. If you choose to do so, you will receive the Rewards Cash based on the current Reward Rate for the Retail Partner associated with the Wallet you deposit the funds to.

If you choose to withdraw a portion of your Wallet Deposit Balance, your rewards are removed proportionally based on the percentage of your wallet balance that you withdraw. **For example, if you withdraw 80% of your available wallet Deposit balance, 80% of your available rewards cash will be forfeited.**

Closure of a Wallet:

If you choose to close a Wallet, you may either withdraw any remaining funds to your external funding source or deposit the funds into another new or existing Wallet. **If you withdraw the funds to your linked external account the Rewards earned in the Wallet will be forfeited.**

You may choose to transfer these funds to a new or existing Accrue Wallet. If you choose to do so, you will receive the Rewards Cash based on the current Reward Rate for the Retail Partner associated with the Wallet the funds are deposited to.

Closure of Account:

If your Account is closed or charged off, all Rewards are forfeited.

6. Additional Rewards Terms and Condition

Rewards Cash will be applied to the Wallet when the funds from a deposit are made available which may take up to five (5) business days. Funds from electronic payments or transfers initiated by the customer will be applied to the Account when Accrue has verified the external Account and received payment in collected funds.

If Accrue terminates the Program, you will have until the termination date to redeem your Rewards. Any unredeemed merchant-specific **Rewards remaining after the termination date will be forfeited.**

If a Retail Partner terminates their Rewards Program, you will have until the termination date to redeem your Rewards. **Any unredeemed merchant-specific Rewards remaining after the termination date will be forfeited.**

Rewards have no cash value until you redeem the Reward by making a purchase with the Retail Partner through your Wallet. You may not assign, transfer, or pledge your Rewards. You have no property rights or other legal interest in your Rewards.

You are responsible for determining any tax liability arising from participation in the Program. Consult a tax advisor concerning tax consequences.

Disputes regarding Rewards are not treated as card billing disputes. Accrue's decisions regarding Rewards disputes shall be final.

Accrue reserves the right to disqualify any Accountholder from participation in the program and invalidate all Rewards for abuse, fraud, or any violation of the Program Term and Conditions. Accrue may make such a determination at its sole discretion. Accrue may make adjustments to reduce your Rewards based on Account activity, such as the return of purchases or a Reward disbursed by us in error.

We reserve the right to change the term and conditions of this Program and/or terminate or temporarily suspend the Program at any time and for any reason with or without notice to you. These changes may prevent you from earning and/or using Rewards, decrease Rewards value, or cause you to lose Rewards. Rewards rates can change at any time based on the merchant. Please be sure to check the rewards rate every time you complete a new deposit.

We can immediately suspend or disqualify you from the Program, in whole or in part, at any time and for any reason. We will suspend or disqualify you from the Program if you violate these Terms or your Account Terms and Conditions, engage in fraud or suspected fraud or someone associated with your Account does so, misuse or gaming the Program or if you take another similar action, according to us in our sole discretion.

Other restrictions and requirements may apply.

7. Contacting Us

You may contact us with any questions or concerns regarding your Account. The best way to contact us is through phone number **+1 (844) 918-3672** or email support@byaccrue.com. We are available Monday through Friday from 8am-9pm ET.

Our business days are Monday through Friday, excluding federal holidays.