

Directo FAQs *Answers to Frequently Asked Questions*

Introduction to Directo

Who is Directo and what is a Directo Account?

Directo was founded in Atlanta in 1998 as a provider of pre-approved, “checkless” FDIC-insured bank accounts for those who do not qualify for traditional checking accounts at financial institutions. Funds are deposited in an FDIC-member bank. The Directo account allows the account owner to access their money at any ATM, 24 hours a day, 7 days a week, plus the account provides the capability to make purchases (and get cash back) at any pin-based POS terminal in grocery stores and retailers like Wal-Mart and Target. Directo’s entire focus is serving the 15 million unbanked households in the United States.

Direct Deposit and Account Function

How do I enroll?

The account is opened on the job. The enrollment form asks for basic information you gave to your employer, such as address, social security number and date of birth, with the addition of a Secret Word that’s used as an extra level of identification protection when calling Customer Care. The employer enters the information online, and receives an account number and the bank routing number needed to set up direct deposit of payroll. The employee receives a card, PIN, and a booklet of information on how to use their account.

How soon will the payroll deposit be available?

Your payroll will be available on the scheduled effective date.

What holidays does Directo observe?

Directo observes fewer holidays than most banks and is closed only for Memorial Day, July 4, Labor Day, Thanksgiving, Christmas and New Year’s Day.

Are there fees associated with this account?

The individual whose name appears on the account is the account owner. Since it may be accessed by card only, the account cannot be overdrawn or abused. Fees associated with the account are disclosed on the receipt printed out at the time the account is opened.

How Does the Account Work?

What types of credit qualifications are necessary to receive a Directo Card?

No credit check is required. Your social security number and birth date will be verified.

Are there any minimum balance requirements with a Directo Account?

No. You can draw the account down to zero, but cannot overdraw the account. If the account has no funds when the monthly fee hits, the fee will be withdrawn from the next deposit.

Is the account insured by FDIC?

Yes. All accounts are individual checking accounts with FDIC insurance up to \$100,000.00 per account. Funds are deposited in an FDIC-member bank.

What bank network or partner access is available?

The Directo card may be used at any Star™ or Cirrus™ ATM or POS terminal worldwide. This covers over 2 million terminals, virtually all ATM and POS terminals in use.

Are there any daily limits on the dollar amount or number of transactions?

The system’s pre-set default limits are \$1,010.00 per day at ATMs and/or \$500.00 per day at POS terminals. You may change this default setting to a higher or lower amount by phoning our employee service department, toll-free. The maximum limit is \$2,000 per day. There is no charge for changing the limits. There are no limits on the number of transactions per day. Individual ATM owners may impose a limit on their machines.

Can checks be printed and used against this account?

No. Checks printed or drawn against this account will not be honored. Because this is a “checkless” checking account, you may never overdraw the account; incur NSF service fees or minimum balance fees. Once the balance reaches “zero”, no funds can be withdrawn until an electronic deposit is made.

Can deposits, other than direct deposit of payroll be made into the account?

Yes. Other direct (ACH) deposits may be made into the account. Many cardholders routinely have tax refunds, child support, alimony, insurance settlements, pension and Federal/State benefits deposited automatically into their Directo account.

This is YOUR account. If you change jobs you may start direct deposit again with your new employer.

Can withdrawals, other than ATM and POS be made from the account?

Yes. Many card holders routinely have pre-authorized payments for insurance, child support, alimony, and

payments for personal and car loans, mortgage loans and rent automatically deducted from their Directo account.

Can the account owner have multiple cards?

Yes. Additional cards may be ordered for \$10.00 each and may be ordered through Customer Care.

How can “odd amounts” be withdrawn from a Directo account?

Since ATMs dispense only in whole dollar amounts, you may withdraw odd amounts by getting “cash back” from purchases at POS terminals or purchase a money order for the full amount.

Does the Directo cardholder earn interest on the account balance?

No. The Directo account is not interest bearing.

Does the cardholder have a personal identification number (PIN)?

Yes. All withdrawal transactions must be accessed by a combination of the card and the cardholder’s PIN. The PIN is assigned by Directo and may be changed by the cardholder at any time, without cost, by calling Customer Care.

What security measures are available for lost or stolen cards?

Since the account may not be accessed without the PIN, the cardholder is not at risk for a lost or stolen card, unless the PIN is stolen along with the card or the employee has written the PIN on the card or the card sleeve. You may contact our customer care department for a card replacement. If the card and PIN are lost or stolen together, the cardholder should immediately report the loss to Directo and file the appropriate report with the local police jurisdiction. As with any checking account, the cardholder’s liability for fraudulent use is limited to \$50.00 if the loss is reported promptly, per Reg. E.

What happens if a card is lost or stolen?

Account holders must call Customer Care to request a replacement card. The cost of a replacement card is \$10.00. Your employer may have a stock of cards on hand to replace your lost or stolen card. If mailed from Directo, you will receive the replacement card within ten days and the replacement cost will be deducted from your account balance. Expedited shipping is available via Federal Express Next Day Air, and the cost of shipping and replacement will be deducted from the account balance.

What are Directo’s Customer Care hours of operation?

Our Customer Care Department is available 24 hours a day, 7 days a week, via our Voice Response Unit. It

offers both English and Spanish language options and with it you may complete a balance inquiry, receive a listing of the last 5 withdrawals, learn the date and amount of the last deposits or report a lost or stolen card. You may speak with a “live” English or Spanish speaking representative from 8:30 AM until 8:00 PM (Eastern), Monday through Friday.

Will I receive a monthly statement?

Yes, a monthly bank statement detailing a beginning balance, all deposit and withdrawal activity and an ending balance is available online at www.ezstub.com/directo on or after the 28th of each month. Past statements will also be available to you. The statement is accessed with a unique User ID and PIN which you set the first time you use it. Paper statements are still available, for a small monthly fee.

How does the cardholder notify Directo with change of address information?

By contacting our Customer Care Department between 8:30 AM and 8:00 PM (Eastern), Monday through Friday.

Does Directo charge a fee for account termination?

No

What types of fees are assessed by “out of network” or “foreign” ATMs?

Each bank has its own fee schedule for foreign card transactions. Typically, banks charge \$1.00 to \$2.50 for each cash withdrawal and there may be a charge for balance inquiries. There is no charge for “declines”. These bank ATM fees are assessed in addition to Directo’s fees.

In most towns and cities, there are grocery stores or grocery chains and/or credit unions that assess no “host” charges. They provide this service to draw foot traffic into their store or to provide a service to the community. Directo can assist you in identifying and listing these “free” ATMs in your area(s).

Is the Directo Card in use nationwide?

Yes. The Directo card is in use in North, Central and South America, Asia and in Europe.