Robinhood Banking Consumer Deposit Account Agreement

I. Introduction

This Robinhood Banking Consumer Deposit Account Agreement (the "Agreement") governs each type of Account (defined below) offered by Coastal Community Bank through Robinhood Banking (defined below) and serviced by Robinhood Money, LLC ("Robinhood") on behalf of the Bank. "Coastal Community Bank," "Bank," "we," "us," and "our," refer to Coastal Community Bank, a Washington State-chartered bank and member of the Federal Deposit Insurance Corporation ("FDIC"), and its successors and assigns. "You" and "your" refer to each account owner, authorized signer, and any other person with authority to withdraw funds from or use your Account. **You agree to be bound by this Agreement when you sign an account application (also known as a signature card), open an Account, or use any service associated with your Account.**

This Agreement includes all disclosures and materials provided to you before and when you applied for and/or opened your Account, any other disclosures that we may provide to you, and any supplements and/or amendments to this Agreement. This Agreement supplements and should be read in conjunction with:

- Terms of Use
- Electronic Communication Consent
- Coastal Community Bank's Privacy Policy
- Robinhood Money, LLC Financial Privacy Notice
- Deposit Sweep Terms and Conditions
- Robinhood Banking Debit MasterCard® Cardholder Agreement

THIS AGREEMENT CONTAINS AN ARBITRATION AGREEMENT PURSUANT TO THE FEDERAL ARBITRATION ACT AND A WAIVER OF YOUR RIGHT TO BRING OR JOIN A CLASS PROCEEDING. THE ARBITRATION AGREEMENT REQUIRES THAT YOU MAY ONLY BRING CLAIMS ON AN INDIVIDUAL BASIS AND WILL PROHIBIT YOU FROM HAVING ANY CLAIMS AGAINST US RESOLVED BY A JURY OR IN A COURT OF LAW. BY SUBMITTING AN APPLICATION FOR AN ACCOUNT AND AGREEING TO BE BOUND BY THIS AGREEMENT, YOU AGREE TO RESOLVE ALL DISPUTES CONCERNING YOUR ACCOUNT(S) THROUGH ARBITRATION IF YOU OR WE ELECT TO USE ARBITRATION. YOU HAVE THE RIGHT TO REJECT THE ARBITRATION AGREEMENT AS SET FORTH BELOW WITHIN 60 DAYS OF OPENING YOUR ACCOUNT.

II. Definitions

In this Agreement, the words:

- "Account" means any consumer deposit account, such as a Checking Account or Savings Account, that is offered by the Bank from time to time through Robinhood Banking for personal, family, or household purposes. An Account is a Robinhood-Branded Account.

- “Access Credentials” means the phone number, personal identification number or code (“PIN”), biometric data and/or login credentials used to access your Account or the Robinhood Banking App.
- “ACH transfer” means a transfer of funds to or from your Account through the Automated Clearing House (ACH) network, which is an electronic network for financial transactions in the United States.
- “APY” stands for Annual Percentage Yield. This is a percentage rate reflecting the total amount of interest paid on an account, based on the interest rate and the frequency of compounding for a 365-day period.
- “Available Balance” means the most current record we have about the funds in your Account that are available for you to use or withdraw immediately. Your Available Balance will reflect any processed and pending transactions on your Account and will be reduced by any holds that we may place on your Account. It may not include all of the transactions you have made. We use your Account’s Available Balance to authorize your transactions during the day. Your Available Balance can change throughout any given day based on the transactions you make. You can find your Available Balance through Robinhood Banking.
- “Business Day” means Monday through Friday, excluding federal holidays.
- “Cash Delivery” is a Robinhood Banking service that delivers physical currency, by request, to a designated physical location. Exclusions, limitations and additional terms may apply.
- “Checking Account” means a demand deposit account intended for everyday transactions, which is offered by Bank through Robinhood Banking. A Checking Account is a Robinhood-Branded Account.
- “Days” means calendar days.
- “Debit Card” means the virtual and/or physical card associated with your Checking Account(s), which may be used for merchant transactions and/or to withdraw funds from ATMs.
- “Direct Deposit” means an automatic electronic deposit made through the ACH network to your Account by a third party, including payroll, pension, or government payments (e.g., Social Security) made by your employer, payroll or benefits provider or government agency. Direct Deposit does not include check deposits, peer-to-peer transfers (e.g., transfers from PayPal, Venmo, etc.), merchant transactions (e.g., transactions from PayPal, Stripe, Square, etc.), bank ACH funds transfers, or wire transfers from external accounts.
- “EFT” stands for an "electronic fund transfer" to or from your Account that is initiated through a computer, telephone, electronic terminal (such as an ATM), or debit card. Types of EFTs include but are not limited to ACH transfers, ATM transactions, recurring payments, person-to-person payments, debit card transactions, Cash Delivery transactions, and electronic check conversions (in which information from a paper check is used to initiate an EFT). An EFT does not include a wire transfer.
- “Interest Eligible Deposits” means deposits to a Checking Account with at least one owner who is enrolled in qualifying Direct Deposit and has enough assets under control to achieve a premier relationship tier, as described in the “Relationship Tier” section of

this Agreement, or deposits to a Savings Account with at least one owner who is enrolled in qualifying Direct Deposit. Exceptions may apply.

- "item" means any transaction that, if paid, would create a debit or credit to the Account including, for example, a check, debit, or deposit.
- "Robinhood App" means the Robinhood mobile application you may use to apply for or access your Account.
- "Robinhood Banking" means the financial services platform offered by Robinhood, including the Robinhood App.
- "Robinhood-Branded Account" means your Account(s), Robinhood brokerage account(s), and Robinhood crypto account(s). It does not include crypto stored in a wallet or margin buying power.
- "Savings Account" means a savings account offered by Bank through Robinhood Banking. A Savings Account is a Robinhhood-Branded Account.
- "Wire transfer" means a transfer of funds through a wire service, such as SWIFT, the Fedwire Funds Service, or the Clearing House Interbank Payments System. Wire transfers are not EFTs.

III. Changes to this Agreement

We may change this Agreement at any time at our sole discretion. We may add new terms, delete or amend existing terms, and add new accounts or services or discontinue existing accounts or services. We also may convert an existing account or an existing service into a new account or a new service.

We may direct you to the Robinhood App for the revised Agreement unless otherwise required by law. We may change this Agreement without prior notice unless otherwise required by law.

When we change this Agreement, the then-current version supersedes all prior versions and governs your Account. You are deemed to accept, agree, and be bound by any change if you continue to use your Account or keep it open after the effective date of the change. If you do not agree with the change, you may close your Account as provided in this Agreement.

We may regularly update our Agreement. You can obtain the current Agreement on the Robinhood App.

IV. Opening your Account; Account basics

A. IMPORTANT INFORMATION ABOUT PROCEDURES FOR OPENING A NEW ACCOUNT

All accounts are opened subject to our ability to verify your identity. To help the government fight the funding of terrorism and money laundering activities, federal law requires us to obtain, verify, and record information that identifies each person who opens an account. When you apply for

an account, we will ask for information that will allow us to identify you. We may also ask for your driver's license or other identifying documents.

By submitting an application to open an account, you expressly authorize us and Robinhood to obtain information about you from time to time from consumer reporting agencies, check verification services, our subsidiaries and affiliates, and other third parties for the purpose of considering your account application, marketing products or services offered from time to time, developing statistical analyses to improve, analyze, or maintain products and services, or any other purpose permitted by applicable law.

We reserve the right to not open an account for any reason without providing advance notice. We may limit the number of Accounts that you may open or maintain with us.

B. Account Eligibility

To be eligible to apply for an Account, you must (i) have a valid Social Security Number or another Tax Payer identification Number ("TIN"), (ii) be 18 years or older, and (iii) have a physical residential street address in the U.S. (not just a P.O. Box).

Accounts are only available electronically, and you must consent to communicate with us and Robinhood by electronic means. We and Robinhood may send communications electronically, rather than through U.S. mail or other means, unless applicable law says otherwise.

A Robinhood Gold membership is required to access Robinhood Banking. We may close your Account if your Robinhood Gold subscription terminates.

You must agree to the Deposit Sweep Terms and Conditions (also referred to as the Demand Deposit Marketplace® (DDM®) Program Customer Terms and Conditions) to open an Account.

C. FDIC Coverage

Deposits held in your Account are insured by the FDIC for up to the standard maximum deposit insurance amount, which is currently $250,000 per depositor, per insured bank, per account ownership category.

D. Account Ownership

You can hold an Account in the types of ownership described below:

I. Individual Account

In an individual Account, only one person owns the Account and can add, transfer, or withdraw funds subject to the limitations described in this Agreement.

II. Individual Account with Minor Authorized User ("Minor AU Account" or "Account" as used in this subsection)

Ownership and Responsibility. One parent or legal guardian owns the account ("Adult") and can add a minor ("Minor") as an authorized user. The Adult is the sole owner of the Account and is responsible in full for all funds transferred to or held in the Account. By authorizing a Minor AU Account, you represent and warrant that you are either the Minor's parent or legal guardian. We may require additional verification and qualifications, and may, in our sole discretion, decline or revoke authorization at any time.

By opening this type of Account, you authorize, consent to, and approve of the Minor having control of the Account, subject to any feature access requirements or limitations described below, without prior transaction approval from, or notice to, you. **The Minor's actions with respect to the Account will have the same force and effect as if you had done them yourself**.

You allow us to discuss details of the Account with the Minor. By authorizing this type of Account, you represent that you have permission to allow us to use and share information about the Minor as described in the Privacy Notice and as allowed by applicable law. This includes information we may get from you, them, and information about their transactions and use of the Account.

Feature Access. Minor AU Accounts will have access to certain Robinhood Banking features, such as debit cards and the ability to transfer and deposit funds from an external bank account approved by the Adult. Unless otherwise stated in this Agreement or in the Robinhood App, other Robinhood Banking features are not available to the Minor, including but not limited to wire transfers, remittances, checkbook writing, or Cash Delivery. We reserve the right to impose transaction limits and to restrict spending from the Minor AU Accounts at specific merchants or industries at our sole discretion. The Adult may also configure transaction limits on the Minor AU Accounts; see the Robinhood App for more details.

Account Status Upon Minor Reaching Age of Majority. There is no change to account status upon the Minor reaching the age of majority.

Taxes. As you are the owner of the Minor AU Account, you are responsible for any applicable tax consequences of the Account.

III. Joint Account

In a joint Account, two or more people co-own the Account, regardless of whose money is deposited into the Account. Each co-owner can add, transfer, or withdraw money and close the Account without the consent or approval of any other co-owner. Each co-owner is jointly and severally liable for all fees, charges, or other amounts owed on the Account and all costs, losses, and liabilities related to the Account and this Agreement.

We may send legal disclosures, notices, account statements and other Account-related communications to any one individual owner of a joint account, and those legal disclosures, notices, statements and other communications will be considered legal disclosures, notices, statements, and communications to all owners of a joint Account. If an individual account owner withdraws consent to receive communications electronically, we may continue to communicate electronically with any other owner on the Account.

All co-owners are joint tenants with the right of survivorship (and not as tenants in common). This means that if a joint owner dies, the funds in the account belong to the surviving co-owner(s).

When an owner is added to an account, you authorize us to share information about all of the assets in your Robinhood-Branded Accounts with each owner. Refer to the "Relationship Tier" section of this Agreement to learn more.

The first person named on the Account is the "primary owner." The primary owner will receive tax documents, such as 1099s, electronically or by mail. We will report interest that accrues on an Account as income to the IRS, as applicable.

We reserve the right to refuse some types of account structures and forms of ownership.

E. Death or Incompetence

You, or, as applicable, your representative, appointed party, or designee, agree to notify us immediately if you or any owner on your Account dies or is declared incompetent by a court. Until we receive notice of death or incompetence, we may act with respect to any Account or service as if all owners are alive and competent.

After we receive notice that an owner has died or been declared incompetent, we may place a hold on your Account, refuse to accept transactions, and reverse or return deposits. We are not required to release your funds until we receive any documents we reasonably request to verify your death or incompetence and who is entitled to the funds.

We may continue to honor your checks, items, and instructions until (i) we know of your death or incompetence, and (ii) we have had a reasonable opportunity to act on that knowledge. You agree that we may continue to pay checks drawn on or before the date of death or incompetence for up to ten (10) days following that date unless a validly appointed representative of the decedent or another account owner provides us with stop payment instructions. If an owner authorizes any transaction that is not presented for payment until after that owner dies, we are authorized to pay the transaction. If an owner owes us a debt at the time of their death, we are permitted to exercise our right of set-off as set forth in the "Right of Set-Off" section of this Agreement or security interest rights against the funds credited to the

Account balance after the owner's death. We have these rights even if a surviving joint owner has rights to the Account.

If a deposit payable to the deceased owner is credited to the Account after the date the deceased owner died, we may debit the Account for the deposit and return it to the payer.

If we have any tax liability as a result of paying your Account balance to your estate, the estate will be responsible for repaying us the amount of that tax.

V. Relationship Tier

When you open an Account, Robinhood categorizes you into a relationship tier that **determines your eligibility to access benefits, such as discounted fees, waived fees or other services offered through Robinhood Banking. Achieving a higher relationship tier provides access to more competitive benefits**. However, you must be enrolled in Direct Deposit and maintain an aggregate Direct Deposit amount of at least $1,000 every statement period to get these benefits. Exceptions may apply.

Robinhood determines your relationship tier by calculating the amount of funds held in all of your Robinhood-Branded Accounts, also known as your assets under control ("AUC"). If you are an owner of a joint Account, Robinhood calculates your AUC as the sum of your individual AUC and the AUC of your joint Account owner(s). Assets in joint Accounts with more than two owners will only count once toward your AUC. The amount of AUC required to achieve each relationship tier is as follows:

	Standard Relationship Tier	**Premier Relationship Tier**
AUC Amount	$0.00 to $100,000.00	$100,000.01+

Relationship tier upgrades are assessed daily using the greater of (i) your AUC measured from the most recent close of the U.S. stock market or (ii) your 90-day rolling average AUC. Conversely, relationship tier downgrades are assessed monthly on the first calendar day of the month and based solely on your 90-day rolling average AUC. Relationship tier changes take effect the same day they are assessed.

By way of example, assume two people share a joint Robinhood Savings Account and each have an individual Robinhood Checking Account and a Robinhood brokerage account as follows:

Account Balances as of the close of the U.S. stock market on June 1, 2025

- Person 1
    - Individual Checking Account = $100,000
    - Individual Robinhood brokerage account = $6,000
    - Joint Savings Account with Person 2 = $2,000

- Person 2
    - Individual Checking Account = $23,000
    - Individual Robinhood brokerage account = $500
    - Joint Savings Account with Person 1 = $2,000

In this instance, Person 1 and Person 2 would have a premier relationship tier on June 1 because their AUC is $131,500. This is because Robinhood calculates Person 1's and Person 2's relationship tier as the sum of Person 1's individual $106,000 AUC ($100,000 + $6,000) and Person 2's $25,5000 AUC ($23,000 + $500 + $2,000) . Alternatively, if Person 1 and Person 2 did not share a joint Savings Account, Person 1 would have a premier relationship tier on June 1 because their AUC would be $106,000 ($100,000 + $6,000), and Person 2 would have at least a standard relationship tier on June 1 because their AUC would be $23,500 ($23,000 + $500). Importantly, Person 2 could have a higher relationship tier on June 1 if their 90-day rolling average AUC were great enough to achieve a premier relationship tier.

If there is a discrepancy between your records and Robinhood's regarding your relationship tier, including the amount of funds held in your Robinhood-Branded Accounts, Robinhood's records will be deemed correct and control.

VI. Using your Account

A. Permitted Account Use

You agree to use the Account for lawful personal, family, or household purposes only. You may not use the Account for business, commercial, or illegal purposes, or in any manner not permitted by this Agreement. We may refuse to process any transaction that we believe may violate the terms of this Agreement or applicable law.

B. Account Features

Accounts offered by Bank through Robinhood Banking provide access to the features described in this section.

The Checking Account offers the following features:

- ACH transfers
- Check writing
    - Checkbooks
    - Request online to send a physical check
- Debit Card (virtual and physical by request)
- Direct Deposit
- Interest Eligible Deposits (as applicable, and as defined herein)
    - Enrollment in the Sweep Program is required. A premier relationship tier and Direct Deposit is required. Please review the "Sweep Program; Interest" and "Deposits" sections of this Agreement for important information on Direct Deposit

requirements, including minimum Direct Deposit amounts required to be eligible to earn interest.
- Mobile check deposit
- Remittance transfers
- Transfers between Robinhood-Branded Accounts
- Wire transfers

The Savings Account offers the following features:
- ACH transfers
- Interest Eligible Deposits (as applicable, and as defined herein)
    - Enrollment in the Sweep Program is required. Direct Deposit is required. Please review the “Sweep Program; Interest” and “Deposits” sections of this Agreement for important information on Direct Deposit requirements, including minimum Direct Deposit amounts required to be eligible to earn interest.
- Transfers between Robinhood-Branded Accounts
- Wire transfers

C. Deposits

We support the following types of deposits outlined in this section. Note that deposits are subject to the Funds Availability Schedule set forth in Schedule D of this Agreement and the transaction limits set forth in Schedule C of this Agreement, our right of set-off, and any holds that may be placed on funds in the account.

I. ACH Transfers

You can make a deposit into your account via the ACH Network. Credit for an ACH transfer is provisional until final payment is received. If we give you provisional credit for an ACH transfer but do not receive final payment, you become obligated to pay us for the full amount without prior notice or demand.

II. Mobile Check Deposit (Checking Accounts Only)

You can make a deposit into your Checking Account via mobile check, also known as remote deposit capture. Remote deposit capture allows you to take a picture of a check and then transmit that picture electronically to us for deposit. We may engage a service provider to offer this service, and your use of this service is subject to additional terms and conditions that will be made available to you prior to use. We reserve the right to require a minimum balance amount in your account to use this feature (which amount will be defined in the additional terms and conditions made available to you prior to use), and we reserve the right to adjust any such threshold at any time at our sole discretion upon written notice to you. We also reserve the right to only accept checks denominated in U.S. Dollars and drawn on U.S. depository institutions (including a U.S. branch of a foreign bank). We do not accept physical checks for deposit in-person, by mail, by night depository or any other means. You agree that a deposit via mobile

check is not subject to the funds availability requirements of the Federal Reserve Board Regulation CC.

III. Direct Deposit (Checking Accounts Only)

You can make a deposit into your Account via Direct Deposit. Your eligibility to use certain Account features and/or benefits depends on establishing and maintaining Direct Deposit. We determine whether you have established or maintained Direct Deposit at our sole, good faith discretion.

IV. Incoming Wire Transfers

You can make a deposit into your Account via a wire transfer system. We may verify any incoming wire prior to acceptance and processing. Accordingly, we reserve the right to refuse acceptance or processing of an incoming wire at our sole discretion.

V. Transfers Between Robinhood-Branded Accounts

You can make a deposit into your Account by transferring funds between your Robinhood-Branded Accounts. These transfers are usually instant and can only be completed using funds that have settled, cleared or become available (as applicable and as we may determine).

VI. Other

We may permit you to make a deposit into your Account by other means. If we do, additional terms and conditions may apply.

D. Provisional Credits/Rejecting Deposits

For purposes of this section, an “item” is a transaction intended to credit (add) funds to your Account, whether as the result of a deposit in the form of a check, EFT, wire transfer or another funds transfer or payment instruction.

All items are credited to your Account on a provisional basis that may be revoked if payment of the item is not received and/or settlement is not finalized. You agree that for any item not paid, returned unpaid, that we believe will be returned unpaid, or is returned pursuant to any applicable operating or clearinghouse rules, we may charge back the item against your Account without regard to whether such item was returned within any applicable deadlines. We reserve the right not to pay interest on Interest Eligible Deposits, as applicable, on any item that is returned to us unpaid. At our option and without notice that an item has been returned, we may resubmit any returned item for payment. You further agree that regardless of any final settlement, if an item that is deposited to your Account is unpaid, dishonored, demanded to be returned by the sending bank or originator based on lack of authorization, forgery, lack of

signature or endorsement, error (by the sending bank or by us), or procured by fraud, scam, or financial exploitation, or returned to us based upon a breach of warranty claim or any other reason, we may deduct the amount of the item from your Account, or place a hold on your Account for the amount of the item until liability for the item is determined. If we deduct the amount of the item from your Account, the party that unsuccessfully attempted to transfer funds to your Account will not be considered to have paid the amount of the item and you will be responsible for contacting that party to make alternative payment arrangements.

We may accept or reject any item or any part of any item intended to deposit funds into your Account at our discretion at any time, including after the item is initially accepted. If we reject an item intended to deposit funds into your Account after it is initially accepted, we may reverse the credit into your Account. Similarly, if we make funds available in your Account for an item that is returned unpaid, we will remove the funds that were made available for the item from your Account. If a transaction into your Account is rejected or reversed after you have withdrawn or used funds we made available to you for the transaction, your Account may experience a negative balance.

We are not liable to you if we reject or reverse any item or transaction into your Account.

E. Withdrawals

We support the following types of withdrawals outlined in this section. Note that you may withdraw or transfer all or any part of your Available Balance at any time, subject to the Funds Availability Disclosures set forth in Schedule D of this Agreement, the transaction limits set forth in Schedule C of this Agreement, our right of set-off, and any holds that may be placed on funds in the Account.

I. ACH Transfers

You can make a withdrawal from your Account via ACH by using the App to transfer funds to an account held at another institution, or by authorizing a third party to withdraw funds from your account. All ACH withdrawals from your account are subject to our verification and to the ACH network rules. We reserve the right to refuse to complete any ACH transaction. You warrant that all ACH transactions that you submit are authorized and comply with the terms of this Agreement, the ACH network rules, and all applicable laws.

II. Checks (Checking Accounts Only)

You can make a withdrawal from your Account via check by using your Robinhood checkbook or requesting us to send a physical check (i.e., “mail a check”) in the Robinhood App. Checks must be written in U.S. dollars. At our sole discretion, we may pay or decline to pay any check presented to us for payment from your Account, including without limitation, any check that lacks your signature or that contains incomplete, inconsistent, or incorrect information. If a check presented for payment from your Account lacks your signature or contains incomplete,

inconsistent, or incorrect information, we may use the information that is contained on the check to determine how to process payment of the check. If there is an inconsistency between the dollar amount shown in words and the dollar amount shown in numbers on a check submitted for deposit into your Account, we will generally not process the check or use the dollar amount in words.

You agree not to issue a postdated check and we may disregard such date on the check when it is presented for payment. We are authorized to pay any check prior to the date on the check even if you have given us notice that it is postdated. You agree not to issue a check that is incomplete or conditional. For example, you must not issue a check with the notation “void after 30 days.”

We will not be liable for any decision we make to pay or to decline to pay a check that is incomplete or that contains inconsistent information or any determination that we make as to how to pay a check that is incomplete or that contains inconsistent information.

You acknowledge that we process checks predominantly by automated means and we are under no duty to examine each check presented for payment. You agree that such automated check payment procedure is commercially reasonable. You and we, pursuant to applicable law, agree that we shall be deemed to have exercised ordinary care if we adhere to a general industry standard of manual or mechanical examination of a random sampling of checks being processed for payment. We shall be deemed to have acted in good faith and in accordance with reasonable commercial standards in paying any checks forged or altered such that the unauthorized signature, endorsement, or alteration could not be detected by a reasonable person.

We are not obligated to pay checks drawn on any account that are presented more than six (6) months after their date.

You may ask us to stop payment on a check you have written against your Account by contacting us before we have received and started processing the check for payment against your Account. You can text us at (650) 761-9955, call us at (650) 789-6540, or write us at banking@robinhood.com. Whatever method you choose, your request must include your Account number, the exact dollar amount of the check you wish to stop, the exact name of the payee on the check, and the exact date and printed serial number on the check, so that the check can be located. Applicable law may allow a person who has cashed, deposited, or otherwise negotiated your check to enforce payment of the check even if you ask us to stop payment on that check.

The “Indemnification” section of this Agreement applies to our losses and damages incurred or arising in connection with any stop payment request we attempt to process, whether the attempt is successful or unsuccessful.

III. Debit Card (Checking Accounts Only)

You may make a withdrawal from your Account via Debit Card by using your Debit Card at an ATM. There may be a fee assessed by Robinhood for withdrawals (see Schedule B and the Robinhood Banking Debit Card Cardholder Agreement) and by the ATM operator.

ATM withdrawals may be subject to daily and monthly spend limitations which may vary by relationship tier. Please see Schedule C and the Robinhood Banking Debit Cardholder Agreement for more details. Transactions authorized with your Debit Card may result in a temporary hold on your Available Balance until the merchant submits the final transaction or the hold expires.

You may not use your Debit Card for unlawful purposes. We reserve the right to decline or block transactions that we believe may be unauthorized, fraudulent, or illegal.

IV. Remittance Transfers (Checking Accounts Only)

You may, from time to time, be able to make a withdrawal from your Account via a remittance transfer by using the Robinhood App to transfer funds. A remittance transfer is a transfer from your Account to a beneficiary outside of the U.S. and its territories. The availability of remittance transfer services is not guaranteed and may be limited by factors including, but not limited to, enrollment in Direct Deposit, the destination country, currency availability, and service providers. When you send a remittance transfer, you will be provided with disclosures describing your transaction details, including the foreign exchange rate. Refer to Schedule G for a summary of your rights under federal Regulation E Subpart B to cancel, amend, inquire, or assert a claim about your remittance transfer. Applicable taxes may be withheld from any remittance transfer as may be required by law.

V. Outgoing Wire Transfers

You can make a withdrawal from your Account via wire by using the Robinhood App to transfer funds. A wire transfer is a funds transfer made through a wire transfer system, such as SWIFT, the Federal Reserve Bank's Fedwire Funds Service, or the Clearing House Interbank Payments System (CHIPS). We may charge a fee for this service, as outlined in Schedule B.

We expect to use Fedwire to process a wire transfer request from your Account, but we may use another wire transfer system at our discretion. You agree that our use of Fedwire is reasonable, and you understand that any wire transfer credit to a recipient's account is provisional until the institution holding that account has received final settlement (payment) for the wire transfer. Any provisional credit to the recipient's account may be reversed.

We are not responsible for any errors in routing numbers, account numbers, dollar amounts, dates, or other numeric information included in your wire transfer request. We will process the wire using the account number or routing number you provide, even if the number does not

match the recipient's or bank's name. You must carefully review the details of each wire transfer request to be submitted through the Robinhood App for accuracy and completeness before submitting any request for processing. You understand and agree that we do not review the contents of a wire transfer request for possible errors.

After we receive a wire transfer request and begin processing it, we are not able to amend, change, correct, or cancel the wire transfer request without the recipient's bank's agreement, even if you subsequently discover that you submitted erroneous numeric information to us or inadvertently submitted to us for processing a duplicate of a wire transfer request previously requested. If the recipient's bank refuses to modify the wire transfer request after we have begun processing it, you are bound by and responsible for the wire transfer request as you initiated it.

We are not required to contact the financial institution or the recipient identified in your wire transfer request concerning any error in your requested wire transfer unless we (or an agent or service provider of ours) caused the error (for example, by wiring funds in an amount different from the numerical amount in your wire transfer request, or by mis-transcribing numeric information included in your wire transfer request.)

We have the right to refuse a wire transfer request if your Account does not have sufficient funds available while we are processing your request.

You also understand and agree that any wire transfer request is subject to the following limitations and requirements:

- You may not specify a desired wire transfer system, execution or payment date, or a desired intermediary bank.
- We will process any wire transfer request we receive through the Robinhood App with reasonable promptness before applicable cut-off hours, provided that the request includes all required information and otherwise meets both our requirements and the wire transfer system requirements. A wire transfer request may be delayed if, for example, the financial institution you have identified by routing number does not hold, is unable to identify, or fails to recognize the recipient's account number included in your wire transfer request, or if the recipient's account is unable to receive funds transfers for any reason. Your wire transfer request may also be delayed if there is any concern of fraudulent activity related to your Account or request.
- You agree to allow sufficient processing time for the recipient of your wire transfer request to receive the funds in their account. We are not responsible if your wire transfer request is not processed by a particular date or otherwise settled (paid).
- You agree to comply with the security procedures for wire transfer requests described below. You agree these security procedures are a commercially reasonable method to verify a wire transfer request from your Account.
- We may reject a wire transfer request for any reason, subject to applicable law.

Security Procedure for Wire Transfer Requests. To use the wire transfer service, you must log into your Account through the Robinhood App with your Access Credentials. You may be asked to complete additional authentication steps, including but not limited to security questions, two-factor authentication, identity verification, and other methods of authentication. Prior to scheduling a transfer, you must establish a recipient and the financial institution that holds the recipient's account. You are responsible for any wire transfer issued in your name using these security procedures, whether or not you actually authorized the transfer. We may impose stricter security procedures for any particular wire transfer you make under this service, but we have no obligation to do so. If we choose to impose stricter security procedures, we will not be liable to you for any delays or losses, and we will not be obligated to impose such security procedures in the future.

VI. Transfers between Robinhood-Branded Accounts

You can make a withdrawal from your Account by transferring funds between your Robinhood-Branded Accounts. These transfers are usually instant and can only be completed using funds that have settled, cleared or become available (as applicable and as we may determine).

VII. Other

We may permit you to make a withdrawal from your account by other means. If we do, additional terms and conditions may apply.

VII. Posting Order

In this section, we describe how we generally post transactions to your Account to determine the Available Balance in your Account throughout the day. This general posting order and description addresses common transaction types and does not address every kind of transaction we may process. There may be exceptions to the posting order or timeline described herein. You acknowledge and agree that we are permitted to determine, in our sole discretion, at any time without notice to you, the posting order or timeline of any transaction.

We generally post deposits, withdrawals and other transactions to your Account in chronological order, throughout the day, using the dates and times described below:

- Debits post to your Account using the date and time that our records indicate the transaction was authorized if there is a sufficient Available Balance in your Account to pay for the transaction and any associated fee.
- Transfers to your Account from another Robinhood-Branded Account post to your Account as they occur.
- Other deposits post to your Account using the date and time that our records indicate the funds settled and became available for use. Refer to Schedule D for more information on when funds become available.

VIII. Declining or Reversing Transactions

We reserve the right to decline any transaction to or from your Account for any reason, at any time. For example, we may decline a transaction if (i) the Available Balance in your Account does not have sufficient funds for the amount of the transaction and any applicable fees; (ii) the information you provide in connection with that transaction is incomplete or unclear, (iii) we are unable to confirm the identity or authority of the person requesting the transaction, (iv) we identify a security or fraud risk involving the transaction, (v) we have reason to believe there has been an unauthorized use of your Account, (vi) we suspect that you may be the victim of a fraud, scam or financial exploitation, even if you have authorized the transaction(s); (vii) we believe that your use of funds could expose us to increased risk, or (viii) as otherwise stated in this Agreement.

IX. Sweep Program; Interest

In order to open an Account, you must agree to the Demand Deposit Marketplace® (DDM®) Program Customer Terms and Conditions, which govern the Robinhood Banking Sweep Program ("Sweep Program"). In general, under the Sweep Program, all funds you deposit in a Checking Account and/or Savings Account are automatically transferred ("swept") to and held by one or more banks insured by the Federal Deposit Insurance Corporation (FDIC) that we choose in our discretion. The funds will, subject to certain conditions, be eligible for FDIC pass-through insurance. Please refer to the Demand Deposit Marketplace® (DDM®) Program Customer Terms and Conditions for details, including how to opt out of the Sweep Program.

A. Interest Eligible Deposits

Funds deposited into your Checking Account and/or Savings Account that are swept through the Sweep Program ("Swept Deposits") will become "Interest Eligible Deposits" if you meet the following criteria:

- For a deposit made to a Savings Account: There must be at least one owner who maintains a Checking Account enrolled in Direct Deposit and maintains an aggregate Direct Deposit amount of $1,000 each statement period.
- For a deposit made to a Checking Account: There must be at least one owner who is enrolled in Direct Deposit, maintains an aggregate Direct Deposit amount of $1,000 each statement period, and has a premier relationship tier.

We may change the interest eligibility criteria outlined above at any time in our sole discretion and without notice unless otherwise required by applicable law.

Interest Eligible Deposits will earn interest at the interest rate(s) and corresponding APY(s) shown on Schedule A. Interest will begin to accrue on Interest Eligible Deposits beginning on the day that funds are swept through the Sweep Program.

If either (i) your Swept Deposits become Interest Eligible Deposits or (ii) your Interest Eligible Deposits become ineligible to earn interest (for example, because your Account is no longer is enrolled in Direct Deposit), interest will only accrue on Swept Deposits for the day(s) during the statement period on which the Swept Deposits constituted Interest Eligible Deposits.

As a courtesy, we waive any Direct Deposit requirements to earn interest on Swept Deposits within either the first 60 days of account opening or, if you enroll in Direct Deposit during that time, the end of the following statement period in which your account becomes 60 days old. This courtesy period is meant to give you sufficient time to meet the applicable Direct Deposit requirements and earn interest thereafter.

If you opt out of the Sweep Program after opening an Account, you will not be able to earn interest on your deposits.

B. When Interest is Paid

Interest earned on Interest Eligible Deposits is credited to your Account, as applicable, every statement period. If you close your Account before accrued interest is credited, you will not receive interest that has accrued but not yet been credited. We may send you a check or allow you to initiate a withdrawal to receive this amount. We reserve the right not to pay interest on any deposited item that is returned to us unpaid.

C. Interest Rate Changes

Interest rates and annual percentage yields are variable and may change at any time at our sole discretion without notice or limit.

X. Account Statements

We will provide you with an account statement each statement period as required by law, which will reflect activity in your Account for the related statement period. Your statement will be available electronically to view and retain through Robinhood Banking. You will not receive paper statements. We consider a statement sent as soon as it is posted to your Account through Robinhood Banking.

For joint Accounts, we may only deliver statements to one of you, but that delivery will serve as delivery to each of you. You agree that the owner receiving statements for jointly owned Accounts is responsible for sharing each statement with all other joint owners.

Please review your statements carefully and notify us of any suspected errors or inaccuracies within 60 days of your statement becoming available, as set forth in Schedule E.

XI. Closing or Restricting Your Account

We may close your Account, decline or prevent any or all transactions to or from your Account, or otherwise restrict your Account, including refusing, freezing, placing a temporary hold, reversing or delaying any specific withdrawal, payment or transfer of funds to or from your Account, or removing funds from your Account to hold them pending investigation, at any time and for any reason without notifying you, as permitted by applicable law, including in one or more of the following circumstances:

- We receive notice of your death or legal incompetence or incapacitation.
- Your Robinhood Gold membership terminates for any reason.
- You withdraw your consent to electronic communications.
- You provide false, inaccurate, or misleading information to us or Robinhood.
- You exceed the transaction limits set forth in Schedule C.
- You fail to maintain the security of your Account or Access Credentials.
- We or Robinhood receive conflicting information or instructions regarding the Account's ownership, control, funds, activity, or persons who are authorized to use your Account.
- We or Robinhood suspect that you may be the victim of a fraud, scam, or financial exploitation, even if you have authorized the transaction(s) on your Account.
- We or Robinhood suspect that you are engaging in (or attempting to engage in) activity we or Robinhood believe is illegal, suspicious, or fraudulent, or that any transaction may involve illegal activity or may be fraudulent.
- Your Account is subject to Legal Process.
- We are complying in our sole discretion with any federal, state, or local law, rules, or regulations.
- You request unauthorized or unfunded transactions into or out of your Account.
- You maintain a primary address outside of the United States.
- You breach this Agreement.
- Anything else happens that causes us or Robinhood in our discretion to reasonably believe that doing so is necessary to avoid a loss or reduce risk to us or Robinhood.

If we close your Account, we will remit the balance in your Account, minus any amounts owed to us. If your Account balance is insufficient to pay amounts owed to us, you will continue to be liable to us for the unpaid amounts. Your obligations for transaction activity conducted prior to account closure will survive the termination of the account and this Agreement.

You may request to close an Account on which you are an individual or joint owner at any time by texting us at (650) 761-9955, calling us at (650) 789-6540, or writing us at banking@robinhood.com. Before closing your Account, you agree to withdraw or transfer your entire Account balance and cancel any recurring preauthorized transactions using your Account. When you close your Account, you are responsible for ensuring that there are no outstanding transactions for your Account.

We are not required to close your Account at your request if you have pending transactions, your Account is overdrawn, or your Account is subject to Legal Process (such as a garnishment or levy) or any type of holds (e.g., a decedent hold or deposit hold). If we are investigating an alleged error on your Account, you understand and agree that we may not process your Account closure request until our investigation is complete.

We reserve the right to make the decision whether to process or reject transactions that are received while your Account is being closed. After your Account is closed, we have no obligation

to accept deposits or pay any outstanding checks. We will have no liability for refusing to honor any check drawn on a closed account.

If you close your Account before interest accrued on your Interest Eligible Deposits is credited to your Account, you will not receive the accrued but unpaid interest.

This Agreement continues to apply to your Account and issues related thereto even after your Account closes.

XII. Account Security

You are responsible for limiting and appropriately protecting access to your Account, including your Access Credentials and any device you use to sign into your Account, including but not limited to laptops, desktops and mobile phones. You agree to take reasonable precautions to protect the confidentiality and security of your Account and your Access Credentials.

XIII. Acts of Third Parties

If you provide any third party with access to your Account, that third party may be able to view, provide instructions, and transact on your Account in the same way as you. You must closely supervise any person to whom you provide Account access. If any person with access to your Account initiates instructions or transactions, those instructions or transactions will be treated as authorized by you, even if those instructions or transactions go beyond the scope of your understanding or agreement with the person, unless otherwise prohibited by applicable law.

XIV. Contacting You

You authorize us (and/or our servicing providers, including Robinhood, or anyone else we authorize) to contact you at any phone number, email address, or mailing address you provide, or we obtain in other ways. This includes communications to mobile, cellular/wireless or similar devices. We and Robinhood may contact you by live operator, auto dialer, recorded or artificial voice, text or email. You agree to pay any charges from your plan provider for communications we or Robinhood send to you, as well as communications you send to us or Robinhood. You agree that we may, at our sole discretion and subject to applicable law, monitor and record all of your communications with us and/or Robinhood, regardless of the modality of those communications (in person, electronic, etc.) or their purpose, and that neither we nor Robinhood are required to remind you of such monitoring before or after each communication in accordance with applicable law. You further agree that if you authorize somebody to do business with us on your behalf, you are responsible for obtaining their permission for our recording of their communications with us on your behalf.

XV. Right of Set-Off

By opening an Account with us, you agree that we have the right of set-off with respect to your

Account. If you owe us or any of our affiliates money, you agree that we may withhold or withdraw from your Account any amounts you owe to us or any of our affiliates unless prohibited by applicable law. We may exercise our rights of set-off without recourse to other collateral, if any, and even if our action causes you to lose interest or any other consequence. If we exercise our right of set-off, we will notify you to the extent required by applicable law. Except to the extent prohibited by applicable law, we may set off all of the funds in a joint Account to pay money owed to us by any owner of the joint Account, irrespective of who contributed funds to the joint Account. Our failure to demand payment does not waive our rights hereunder.

XVI. Address and Name Changes

You agree to keep your information up to date and promptly notify us of any change to your home, mailing, or email address, and/or any change to your name. You can text us at (650) 761-9955, call us at (650) 789-6540, or write us at banking@robinhood.com. We must be informed in writing of a name change by the applicable Account owner. We may request additional information for verification purposes.

We may update your address in our records without a request from you if we identify a need to rely on another address you have provided us, or we receive an address change notice from the U.S. Postal Service that does not match the address in our records for your Account. Unless you instruct us otherwise, we may change the mailing or email address only for the Account(s) you specify or for all or some of your other Account(s) with us.

XVII. Tax Information

You certify, under penalties of perjury, that the TIN that you have provided or will provide (including any TIN on any Form W-9 or substitute W-9 that you have provided or will provide) to us is your correct TIN. You certify that you are not subject to backup withholding and you are a United States Person (including a U.S. resident alien) as such term is defined for U.S. tax purposes. Failure to provide a correct TIN or to accurately certify your tax status may subject your Account to backup withholding tax at the appropriate rate on all interest paid to you.

We will report interest that accrues on an Account as income on IRS Form 1099-INT or an equivalent form, as required by applicable law. Any other payments received by you that are subject to tax reporting will be reported on the appropriate tax form, as applicable. Taxes related to interest income and any other income received on your Account are solely your responsibility. We do not provide tax advice. Please consult a tax advisor.

XVIII. Escheatment

If your account becomes inactive in accordance with state abandoned property laws, we may be legally required to report the balance in your Account as unclaimed property and forward the unclaimed funds, subject to fees, claims, setoffs, or other obligations, to a state in accordance with applicable law.

XIX. Other Important Information

A. Disputed Ownership

If we receive any conflicting instructions or claims to funds in an Account, we may, at our sole discretion: (i) restrict the Account and deny access to the funds, (ii) hold the funds without liability to anyone until the conflicting claims are resolved to our satisfaction, (iii) close the Account and send the funds to the account owner according to our records, and/or (iv) refer the matter to an appropriate court or arbitrator for judgment or decision. If we are notified of a dispute, we do not have to decide if the dispute has merit before we take any action. We may take these actions without any liability and without advance notice, unless required by applicable law. You agree that our ability to take the steps described above creates no obligation for us to do so.

B. Relationship between You and Us

Neither this Agreement nor the deposit relationship creates a fiduciary, quasi-fiduciary or other special relationship between us. We owe you only a duty of ordinary care. Any internal policies or procedures we may maintain above reasonable standards and general banking usage are solely for our benefit and do not create a higher standard of care other than as required by law without such policies and procedures.

C. Levies and Garnishments

Regardless of how or where we are served, we may comply with any federal or state legal process, including, without limitation, any notice of garnishment or attachment, tax levy, injunction, restraining order, subpoena, or other court order or legal process relating to your Account ("Legal Process") which we believe to be valid, regardless of how and where it is served, including if process is served in locations, states, or jurisdictions other than where the Account was opened or where the Account, property, or records are located. You agree that we will have no obligation to initiate any legal proceedings, or seek clarification of any kind regarding any issue related to Legal Process. You agree that we may honor Legal Process that is served personally, by mail, or facsimile or other electronic means at any of our offices, even if the applicable law requires personal delivery at the office where your Account or records are maintained. We may, but are not required to, provide notice to you of Legal Process relating to your Accounts (noting that, in some cases, we may be prohibited from providing you with notice of Legal Process). Except to the extent required by applicable law, you agree that we will have no obligation to assert on your behalf any applicable exemptions to execution or attachment under any applicable federal or state law. We may comply with Legal Process we deem valid even if it appears to affect the interest of only one owner or authorized signer of a joint Account. Upon receipt of any Legal Process, you will be liable to us for reimbursement of any fees and expenses, including attorneys' fees, court costs and expenses, incurred by us in connection with our complying with Legal Process. We may deduct such fees and expenses from any Account

you maintain with us, including the Account that is subject to the Legal Process, without prior notice to you, or we may bill you directly for such processing fee, fees and expenses. To the fullest extent permitted by applicable law, we have and may enforce a right of set-off and security interest against any account you may maintain with us in order to reimburse ourselves for our processing fee and fees and expenses, including attorneys' fees, court costs and expenses, in complying with Legal Process. When we receive an order instructing us to restrict access to funds in your Account, we may remove the funds from the Account and maintain them separately. These funds may not earn interest or be considered when determining your relationship tier.

D. Overdrafts

You are not permitted to overdraw your Account. If the Available Balance in your Account is not sufficient to cover any payment or withdrawal you have authorized, we can refuse to process the payment or withdrawal. It is your responsibility to avoid overdrawing your account. We are under no obligation to pay an item and create an overdraft. Our honoring of one or more overdrafts does not obligate us to honor any future overdraft. You should not rely on us to honor an overdraft even if we have done so in the past.

You are responsible for the full amount of any overdraft and any fees that apply. You agree to promptly deposit sufficient available funds to cover any overdraft. You authorize us to use the money from any subsequent deposits to your Account to pay any overdraft, including, without limitation, deposits of any federal or state benefit payments (including direct deposit of Social Security and Supplemental Security Income), to the fullest extent permitted by law. You also agree to reimburse us for any losses we suffer in collecting any overdrafts from you.

E. Payment Processing Restrictions on Internet Gambling Fund Transfers and Other Illegal Activity

You agree not to use your Account for illegal gambling or any other illegal purpose. The Federal Reserve enacted regulations that require U.S. financial firms that participate in designated payment systems to establish and implement policies and procedures reasonably designed to prevent payments connected to unlawful Internet Gambling. Accordingly, restricted transactions, as defined in Federal Reserve Regulation GG / 12 CFR Part 233, are prohibited from being processed directly or indirectly through any account or relationship maintained with the Bank. Restricted transactions generally include, but are not limited to, those in which credit, electronic fund transfers, checks or drafts are knowingly accepted by gambling businesses in connection with unlawful internet gambling.

F. Applicable Exchange Rate

In addition to any applicable fees, we make money when we convert one currency to another currency for you. The exchange rate used when we convert one currency to another is set at our sole discretion, and it may include a markup. The markup is designed to compensate us for

several considerations including, without limitation, costs incurred, market risks, and our desired return. The exchange rate we provide to you may be different from exchange rates you see elsewhere. Different customers may receive different rates for transactions that are the same or similar. The applicable exchange rate may vary based on such factors including, but not limited to, currency pair, transaction size, payment channel and product type. Foreign exchange markets are dynamic and rates fluctuate over time based on market conditions, liquidity, and risks. We are your arms-length counterparty on foreign exchange transactions. We may refuse to process any request for a foreign exchange transaction.

G. Forfeited Accounts

If your Account is seized by or forfeited to the United States government or a state government, you no longer have title to the Account, and, if applicable, the funds in the seized or forfeited Account will no longer be eligible to earn interest during such period of seizure or forfeiture, even if the funds are eventually returned to you.

H. Waiver

Our delay in enforcing our rights under this Agreement at any time for any period will not be construed as a waiver of such rights. Our express waiver of any provision of this Agreement will not constitute a waiver of any future obligation to comply with such provision.

XX. Indemnification

You agree to indemnify, defend and hold harmless Bank and Robinhood (and Bank and Robinhood's respective employees, officers, directors, owners, agents, assigns, affiliates, and representatives) from and against any claims, actions, proceedings, liabilities, losses, damages, settlements, penalties, fines, forfeitures, costs and expenses (including, without limitation, attorney's fees), relating to or arising out of: (a) your breach of this Agreement, (b) your actions or omissions in connection with your Account or Bank's or Robinhood's services, or (c) Bank's and Robinhood's actions and omissions, provided that they are taken/omitted in accordance with this Agreement or your instructions. This provision shall survive the termination of this Agreement.

XXI. Limitation of Liability

Neither Bank nor Robinhood will be liable for anything Bank or Robinhood does when following your instructions. Additionally, neither Bank nor Robinhood will be liable if Bank or Robinhood does not follow your instructions if Bank or Robinhood reasonably believe that your instructions would expose Bank or Robinhood to potential loss or civil or criminal liability, or conflict with customary banking practices. NEITHER BANK NOR ROBINHOOD WILL BE LIABLE FOR ANY INDIRECT, SPECIAL, EXEMPLARY, INCIDENTAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES OF ANY KIND UNDER ANY CONTRACT, NEGLIGENCE, STRICT LIABILITY,OR OTHER THEORY, REGARDLESS OF WHETHER BANK OR ROBINHOOD HAVE BEEN

ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IF BANK OR ROBINHOOD FAILS TO STOP PAYMENT ON AN ITEM, OR PAY AN ITEM BEARING AN UNAUTHORIZED SIGNATURE, FORGED SIGNATURE, OR FORGED ENDORSEMENT OR ALTERATION, BANK AND ROBINHOOD'S LIABILITY, IF ANY, WILL BE LIMITED TO THE FACE AMOUNT OF THE ITEM.

Except as otherwise required by law, you agree that neither Bank nor Robinhood will be liable to you for any claim, cost, loss or damage caused by an event that is beyond Bank's or Robinhood's reasonable control. In particular, neither Bank nor Robinhood are not liable to you if circumstances beyond Bank's or Robinhood's reasonable control prevent Bank or Robinhood from, or delay Bank or Robinhood in, performing their respective obligations under this Agreement, including acting on a payment order, crediting a funds transfer to your Account, processing a transaction or crediting your Account. Circumstances beyond Bank's or Robinhood's reasonable control include, but are not limited to, natural disasters such as a tornado, hurricane, earthquake or flood, emergency conditions, such as a war, terrorist attack, riot, fire, theft or labor dispute; a legal constraint or governmental action or inaction; the breakdown or failure of Bank's or Robinhood's equipment for any reason, including a loss of electric power, the breakdown of any private or common carrier communication or transmission facilities, any time-sharing supplier or any mail or courier service; the potential violation of any guideline, rule or regulation of any government authority; suspension of payments by another bank; or your act, omission, negligence or fault.

XXII. Headings and Interpretation

Section and paragraph headings in this Agreement are for convenience and reference only. They do not limit the term or provision.

XXIII. Severability

If any provision of this Agreement is held to be invalid, void or unenforceable by reason of any law or legal process, that determination will not affect the validity of the remaining provisions of this Agreement.

XXIV. Survival

Any terms of this Agreement expressly stated to survive termination or that by their nature extend beyond its expiration shall survive the termination or expiration of this Agreement and continue according to their terms.

XXV. Governing Law

This Agreement, and your and our rights and obligations under this Agreement, are governed by and interpreted according to federal law and, to the extent not preempted, the laws of the State of Washington. We enter into this Agreement with you in the State of Washington. You agree

that any dispute arising under this Agreement or relating in any way to your relationship with us that is not arbitrated in accordance with Section XXVII below will be resolved in a federal or state court located in Snohomish County, Washington, and that you will be subject to such court's jurisdiction. Except as otherwise provided in the "Arbitration Agreement" section below, this Agreement and your Account are subject to applicable federal laws and laws of the State of Washington, without regard to internal principles of conflicts of law or choice of law.

XXVI. Time Limit for Legal Action

You must file any lawsuit or arbitration against us within two years after the date the cause of action arises, unless applicable federal or state law prescribes a shorter period. This limit is in addition to any limits on notice as a condition to making a claim. If applicable state law does not permit contractual shortening of the limitations period to two years, you and we agree to the shortest period permitted under that state's laws. If this Section XXVI is deemed invalid or unenforceable, the remaining provisions of the Agreement shall remain in force.

XXVII. Arbitration

ARBITRATION AGREEMENT

PLEASE READ THIS ARBITRATION AGREEMENT CAREFULLY. IT PROVIDES THAT DISPUTES MAY BE RESOLVED BY BINDING ARBITRATION. UNLESS YOU PROMPTLY REJECT IT, THE ARBITRATION AGREEMENT WILL HAVE A SUBSTANTIAL EFFECT ON YOUR RIGHTS IN THE EVENT OF A DISPUTE. ARBITRATION REPLACES THE RIGHT TO GO TO COURT, INCLUDING THE RIGHT TO A JURY AND THE RIGHT TO ASSERT OR PARTICIPATE IN A CLASS, REPRESENTATIVE, OR CONSOLIDATED PROCEEDING, WHETHER IN COURT OR IN ARBITRATION. IN ARBITRATION, A DISPUTE IS RESOLVED BY AN ARBITRATOR INSTEAD OF A JUDGE OR JURY. ARBITRATION PROCEDURES ARE SIMPLER AND MORE LIMITED THAN COURT PROCEDURES.

Maintaining good relationships with our customers is very important to us. Most account owner concerns can be resolved by texting us at (650) 761-9955, calling us at (650) 789-6540 or writing to us at banking@robinhood.com. In the event that we are unable to resolve a concern to your satisfaction, this section explains the procedures by which any dispute between you and us can be resolved.

Definitions: The following definitions apply to this Arbitration Agreement, even if terms defined in this Arbitration Agreement are defined differently elsewhere in this Agreement: (1) "We," "us", and "our" mean Bank, any subsequent holder of this Agreement, and Robinhood, and each term includes the parents, subsidiaries, affiliates, and successors of such company, as well its officers, directors, agents, and employees, and any person or entity named as a co-defendant with us in a Claim asserted by you; (2) "You," "your", and "yours" include each and every owner of an Account, authorized signer, any other person with authority to withdraw funds from or use your Account, and any person who claims a right or interest in your Account. The definitions of other terms not included in this section can be found within this Arbitration Agreement.

Agreement to Arbitrate: Either you or we may elect to arbitrate or require the other party to arbitrate any Claim (as defined below) pursuant to this Arbitration Agreement. IF YOU DO NOT

REJECT THIS ARBITRATION AGREEMENT, YOU AND WE AGREE AND UNDERSTAND THAT, FOR A DISPUTE SUBJECT TO ARBITRATION, (1) YOU AND WE ARE GIVING UP THE RIGHT TO HAVE OUR DISPUTE HEARD BY A JUDGE OR JURY, OR OTHERWISE BE DECIDED BY A COURT OR GOVERNMENTAL TRIBUNAL AND (2) THIS ARBITRATION AGREEMENT PRECLUDES YOU AND US FROM PARTICIPATING IN A CLASS ACTION IN COURT OR IN ARBITRATION, EITHER AS A CLASS REPRESENTATIVE OR A CLASS MEMBER, AND FROM JOINING OR CONSOLIDATING THE CLAIM(S) WITH THE CLAIMS OF OTHER PERSONS.

Governing Law: This Arbitration Agreement is governed by the Federal Arbitration Act ("FAA"), 9 U.S.C. §§ 1 et seq., with respect to both substance and procedure, and not by any state arbitration law, except the law of the state of Washington will govern the validity and enforceability of the formation of the Arbitration Agreement.

Claim: A "Claim" is any unresolved claim, dispute or controversy between you and us, whether past, present or future, arising out of or related to this Agreement, your Account, products or services governed by this Agreement, or any relationships resulting from this Agreement or your Account. "Claim" has the broadest possible meaning, and includes, but is not limited to, (i) initial claims, counterclaims, cross-claims and third-party claims; (ii) claims, regardless of what legal theory they are based on or what remedy, whether based upon contract, tort, consumer rights, fraud and other intentional torts, constitution, statute, regulation, ordinance, common law and equity (including any claim for injunctive or declaratory relief), (iii) claims by or against any third party using or providing any product, service or benefit in connection with any Account, (iv) claims that arise from any Account created under this Agreement, any balances in any such account, any transactions made or attempted to be made to or from any such Account, advertisements, promotions, or statements related to any such Account, benefits or services related to having any such Account, and your application for any such Account. The only exception to arbitration of Claims is that both you and we have the right to pursue a Claim in a small claims court instead of arbitration, if the Claim is in that court's jurisdiction and proceeds on an individual basis.

Any disputes regarding whether any Claim is subject to arbitration and/or the scope of this Arbitration Agreement shall be decided by a court, not the arbitrator.

Commencing an Arbitration: To start an arbitration, the party electing arbitration must notify the other of such election. This notice may be given before or after a lawsuit has been filed concerning the Claim or with respect to other Claims brought later in the lawsuit, and it may be given by papers filed in the lawsuit such as a motion to compel arbitration. If you elect arbitration, you must notify us in writing at Robinhood Money, LLC., 548 Market Street, Suite 30684, San Francisco, CA 94104, Attn: Banking Arbitration. Your notice must include your name, address, and Account number. If we elect arbitration we will notify you in writing at your last known address we have on file for you.

Binding Arbitration: Binding arbitration is a means of having an independent third party (the arbitrator) resolve a dispute without using the court system, judges or juries. Either you or we may elect to resolve any Claim by binding arbitration. Each arbitration, including the selection of the arbitrator, shall be administered by the American Arbitration Association ("AAA"), according to the Consumer Arbitration Rules of the AAA in effect at the time the arbitration is commenced and the Mass Arbitration Supplementary Rules with respect to mass arbitration matters. A single arbitrator will conduct proceedings under the Consumer Arbitration Rules, and a Process Arbitrator and single Merits Arbitrator will conduct each mass arbitration case. If there is a

conflict between the applicable AAA rules and procedures and this Arbitration Agreement and/or this Agreement, this Arbitration Agreement and this Agreement will control. If the AAA is unable to handle the Claim for any reason, the matter shall be arbitrated instead by a neutral arbitrator selected by agreement of the parties (or, if the parties cannot agree, selected by a court in accordance with the FAA), pursuant to the AAA rules of procedure. No company may serve as administrator, without the consent of all parties, if it adopts or has in place any formal or informal policy that is inconsistent with and purports to override the terms of the Class Action Waiver in this Arbitration Agreement. If you have a question about the AAA, you can contact them as follows: American Arbitration Association, 1633 Broadway 10th Floor, New York, NY 10019, www.adr.org.

Powers and Qualifications of Arbitrators and Arbitration Procedures: All arbitrators will be required to be practicing attorneys or retired judges and will be required to be experienced and knowledgeable in the substantive laws applicable to the subject matter of the dispute. The arbitrator shall follow applicable substantive law to the extent consistent with the FAA, applicable statutes of limitation and privilege rules that would apply in a court proceeding, and shall be authorized to award all remedies available in an individual lawsuit under applicable substantive law, including, without limitation, compensatory, statutory and punitive damages (which shall be governed by the constitutional standards applicable in judicial proceedings), declaratory, injunctive and other equitable relief, and attorneys' fees and costs, subject to the terms of this Agreement, to the extent permitted by applicable law. Upon the timely request of either party, the arbitrator shall write a brief explanation of the basis of his or her award. The arbitrator's award will be final and binding, except for any appeal right under the FAA. Any court with jurisdiction may enter judgment upon the arbitrator's award. Unless appealed, the arbitration ruling will be considered final, binding, and enforceable by any court having jurisdiction. A party may file a notice of appeal pursuant to and governed by the AAA's Optional Appellate Arbitration Rules. A party may only appeal on the grounds that the arbitration award is based upon (i) an error of law that is material and prejudicial (reviewed de novo) and/or (ii) determination of facts that are erroneous (reviewed for clear error). The appeal tribunal shall render its decision exclusively on the record before the arbitrator. For the avoidance of doubt, and consistent with AAA Optional Appellate Arbitration Rule A-19, under no circumstances shall the appeal tribunal order a new arbitration hearing or send the case back to the original arbitrator.

Costs and Fees: Each Party will be responsible for the arbitration costs as allocated by the applicable AAA rules (www.adr.org). However, except for claims filed as part of a mass arbitration, if the arbitrator ultimately rules in your favor, you will be entitled to reimbursement by us for all fees you paid to the AAA. If you cannot obtain a waiver of the AAA's or arbitrator's filing, administrative, hearing and/or other fees, we will consider in good faith any written request by you for us to bear such fees. Each party will bear the expense of its own attorneys, experts and witnesses, regardless of which party prevails, unless applicable law or this Agreement gives a right to recover any of those fees from the other party.

Class Action Waiver: Claims in arbitration will proceed on an individual basis, on behalf of the named parties only. **YOU AGREE NOT TO SEEK TO PROCEED ON ANY CLAIM IN ARBITRATION AS A CLASS CLAIM OR CLASS ACTION, PRIVATE ATTORNEY GENERAL PROCEEDING, OR OTHER REPRESENTATIVE OR CONSILIDATED PROCEEDING. YOU AGREE NOT TO BE PART OF, OR REPRESENTED IN, ANY CLASS ACTION OR OTHER REPRESENTATIVE ACTION BROUGHT BY ANYONE ELSE. YOU AGREE NOT TO SEEK ANY AWARD OR REMEDY IN ARBITRATION AGAINST OR ON BEHALF OF ANYONE WHO IS NOT A NAMED PARTY TO THE ARBITRATION, INCLUDING BUT NOT LIMITED TO**

PUBLIC INJUNCTIVE RELIEF. The arbitrator shall have no authority to conduct any class, private attorney general or other representative proceeding, and the arbitrator may not award relief for the benefit of non-parties, including public injunctive relief. Any question regarding the enforceability or interpretation of this "Class Action Waiver" section shall be decided by a court and not the arbitrator. If a court determines that any of the terms of this "Class Action Waiver" section is legally unenforceable for any reason, the court's determination shall be subject to appeal, and you and we agree that the arbitration and litigation shall proceed as follows: (i) all Claims for which arbitration is legally enforceable must be filed and adjudicated in arbitration; (ii) any Claims for which arbitration is not legally enforceable will be decided through litigation in court; (iii) any Claims that are to be decided through litigation in court will be stayed pending completion of the arbitration of all other Claims; and (iv) when litigation in court resumes, the court will not be bound by any determination made by the arbitrator.

Rights Preserved: This Arbitration Agreement and the exercise of any of the rights you and we have under this Agreement does not stop you or us from exercising any lawful rights either of us has to use other available remedies; to comply with Legal Process; to obtain provisional remedies such as injunctive relief, attachment or garnishment by a court of appropriate jurisdiction; or to bring an individual action in court that is limited to preventing the other party from using or obtaining any provisional or self-help remedies and that does not involve a request for damages or monetary relief.

In California: If an action or proceeding is initiated before any court in California and neither you nor we request that the dispute be submitted to arbitration, then, upon motion by either you or us, the dispute shall be heard by an active attorney or a retired judge selected by the AAA who is then appointed by the court in which the action commenced, according to the reference provision of the California Code of Civil Procedure, Section 638 et seq. This reference process is not subject to a trial by jury; the trial is conducted before the active attorney or retired judge under California law.

Enforcement: You or we may bring an action, including a summary or expedited motion, to compel arbitration of Claims subject to arbitration, or to stay the litigation of any Claims pending arbitration, in any court having jurisdiction. Such action may be brought at any time, even if such claims are part of a lawsuit, unless a trial has begun or a final judgment has been entered. Any dispute concerning the validity or enforceability of this Arbitration Agreement must be decided by a court; any dispute concerning the validity or enforceability of the Agreement as a whole is for the arbitrator. Failure or forbearance to enforce this Arbitration Agreement at any particular time or in connection with any particular Claims will not constitute a waiver of any rights to require arbitration at a later time or in connection with any other Claims. Any additional or different agreement between you and us regarding arbitration must be in writing.

Survival and Severability of Terms: This Arbitration Agreement shall survive: (1) termination or changes in the Agreement, the Account, or the relationship between you and us concerning the Account; (2) the bankruptcy of any party; and (3) any transfer, sale or assignment of your Account, or any amounts owed on your Account, to any other person or entity. If any portion of this Arbitration Agreement (except for the "Class Action Waiver" section set forth above) is deemed invalid or unenforceable, the remaining provisions of the Arbitration Agreement shall remain in force. No portion of this Arbitration Agreement may be amended or waived absent a written agreement between you and us.

RIGHT TO REJECT: You may reject this Arbitration Agreement by mailing a signed rejection notice to Robinhood Money LLC at 85 Willow Road, Menlo Park, CA 94025, Attn:

Deposit Account Arbitration Rejection Notice, within sixty (60) calendar days after (i) your Account is opened or (ii) you apply for an Account but the Account is not opened. Any rejection notice must include your name, address, email address, telephone number and Account number. This is the only manner in which you can reject this Arbitration Agreement. Any other method, form, or means of rejection will be treated as being invalid or ineffective. Requests to reject this Arbitration Agreement that are made more than sixty (60) calendar days after opening your Account also are invalid. If you already have pending litigation or arbitration against/with us when you reject this Arbitration Agreement, any such rejection request will not apply to that litigation or arbitration. If you validly reject this Arbitration Agreement: only a court may be used to resolve any Claim; your rejection will not affect any other provision of the Agreement; and your rejection will apply only to this Arbitration Agreement and not to any other arbitration agreement or any accounts for which the rejection period has already passed.

Schedule A: Truth in Savings Act Disclosure

Rate information

- The current interest rate is 3.20% and annual percentage yield (APY) is 3.25% on Interest Eligible Deposits, as set forth in the “Sweep Program; Interest” section of the Agreement. The interest rate and APY are established in our sole discretion and may change at any time.

Minimum balance requirements

- No minimum balance is required to open a Savings Account.
- No minimum balance is required to open a Checking Account.

Balance computation method

- The daily balance method is used to calculate the interest on Interest Eligible Deposits. This method applies a daily periodic rate to the total amount of Interest Eligible Deposits, each day.

Compounding and crediting

- Interest on Interest Eligible Deposits will be compounded daily and credited to the account on a monthly calendar basis. If the account is closed before accrued interest is credited, you will not receive interest that has accrued but not yet been credited.

Accrual of interest on deposits other than cash

- Interest begins to accrue on Interest Eligible Deposits as set forth in the Demand Deposit Marketplace® (DDM®) Program Customer Terms and Conditions.

Fees

- Refer to Schedule B for fee information.

Transaction limitations

- Refer to Schedule C for transaction limit information.

Schedule B: Fee Information

A Robinhood Gold membership is required to access Robinhood Banking. As of April 10, 2025, the subscription fee for a Robinhood Gold Membership is $50 if paid annually with a Robinhood Gold Visa® Credit Card, or $5 per month ($60 annually).

The following types of fees apply to a Checking Account and Savings Account, as applicable:

Type of Fee	**Enrolled in Direct Deposit** A Direct Deposit amount of $1,000 each statement period is required	
	Standard Relationship Tier	**Premier Relationship Tier**
Wire* - Incoming (Domestic)	No fee	No fee
- Outgoing (Domestic)	$25	No fee
- International (Incoming and Outgoing)	$30	No fee
Debit Card - Physical Debit Card replacement	Up to $15	Up to $15
- Out-of-network ATM	$2.50	No fee *ATM owner/operator fees refunded*
- In-network ATM	No fee	No fee
- Foreign transaction fee	No fee	No fee
Checkbook request**	No fee	
Request to send a physical check (also referred to as “mail a check”)	No fee	
Monthly Maintenance	No fee	
Stop payment	No fee	
Returned Deposit	No fee	

Items	
Non-sufficient Funds	No fee
Account opening	No fee
Account closing	No fee
Foreign currency exchange	No fee
Cash delivery	Up to $8.99
Other	There may be fees associated with other products or services offered through Robinhood Banking that do not appear in this table. Any such fee will be disclosed to you before being charged. *Additional fees may be deducted from the wire transfer amount by the other financial institution(s) involved in the payment process. **We reserve the right to limit the number of checkbooks you may request in a given time period.

Type of Fee	**<u>Not Enrolled</u> in qualifying Direct Deposit** (Applicable regardless of your relationship tier)
Wire* - Incoming (Domestic) - Outgoing (Domestic) - International (Incoming and Outgoing)	 No fee $25 $30
Debit Card - Physical Debit Card - Physical Debit Card replacement - Out-of-network ATM	 $15 $15 $2.50

- In-network ATM - Foreign transaction fee**	$2.50 3% of the transaction
Checkbook request	$15***
Request online to send a physical check (also referred to as “mail a check”)	$1.99
Monthly Maintenance	No fee
Stop payment	No fee
Returned Deposit Items	No fee
Non-sufficient Funds	No fee
Account opening	No fee
Account closing	No fee
Foreign currency exchange	No fee
Other	There may be fees associated with other products or services offered through Robinhood Banking that do not appear in this table. Any such fee will be disclosed to you before being charged. *Additional fees may be deducted from the wire transfer amount by the other financial institution(s) involved in the payment process. **Debit card transactions and ATM transactions that are paid in a currency other than U.S. dollars are subject to a foreign currency conversion fee. The amount of this fee is calculated by multiplying the stated fee percentage and the transaction amount in U.S. dollars after conversion from the relevant foreign currency. The foreign currency conversion fee is debited from your Account as a separate transaction and is independent of any other impact to the cost of a foreign transaction that may arise due to currency conversion, including any currency conversion that results in a higher transaction cost than if the transaction had been made in U.S. dollars. ATM owners or merchants may also charge a separate fee on foreign transactions.

	***You must make a deposit into your account before you can request a checkbook. We reserve the right to limit the number of checkbooks you may request in a given time period.

Schedule C: Transaction Limits

The table below shows the transaction limits for each owner of an Account offered by Bank through Robinhood Banking. There are no transaction limits for transfers between Robinhood-Branded Accounts.

For security and fraud prevention purposes, there are limits on a Minor AU Account as well as the number of times you may request Cash Delivery. We may not notify you of these limits or changes to these limits if doing so would compromise the security of the Cash Delivery system.

The following transaction limits apply to you at account opening and vary based on your AUC, as set forth in the "Relationship Tier" section of the Agreement. We may increase your transaction limits based on your usage and other factors at our sole discretion. Your current transaction limits can be found in the Robinhood App.

	Standard Relationship Tier: $0.00 - $100,000.00 AUC		**Premier Relationship Tier: $100,000.01+ AUC**	
Type of Transaction	**Daily Limit**	**Monthly Limit**	**Daily Limit**	**Monthly Limit**
ACH*				
- Withdrawal	$50,000 $25,000*	$100,000 $50,000*	$100,000 $50,000*	$200,000 $100,000*
- Deposit	$500,000 $250,000*	$2,000,000 $1,000,000*	$1,000,000 $500,000*	$4,000,000 $2,000,000*
Mobile check deposit	$10,000	$30,000	$25,000	$75,000
Check Writing				
- Checkbooks	No limit	No limit	No limit	No limit
- Request online to send a physical check (also referred to as "mail a check")	$10,000	$30,000	$25,000	$75,000
Wire				
- Withdrawal**	$25,000	$100,000	$50,000	$200,000***
- Deposit	No limit	No limit	No limit	No limit
Remittance	$25,000	$100,000	$50,000	$200,000
Debit Card	$3,000	$10,000	$5,000	$15,000

ATM Withdrawals	$1,000	$4,000	$2,500	$10,000
Cash Delivery	$1,000	$5,000	$1,000	$5,000

*ACH transactions involving an account verified through microdeposits have lower limits.
**See below for withdrawal limits involving a real estate title company.
***If you have a premier relationship tier and more than $1,000,000 AUC, the monthly limit for a wire withdrawal is $400,000.

The following transaction limits apply to a wire withdrawal to a real estate title company:

Standard Relationship Tier: $0.00 - $100,000.00 AUC		**Premier Relationship Tier: $100,000.01 - $1,000,000.00 AUC**		**$1,000,000.01+ AUC**	
Daily Limit	**Monthly Limit**	**Daily Limit**	**Monthly Limit**	**Daily Limit**	**Monthly Limit**
$300,000	$1,000,000	$500,000	$2,000,000	$500,000	$2,000,000

Schedule D: Funds Availability Disclosure

Our policy is to make funds available to you in an expeditious manner. When you make a deposit, the availability of funds may be delayed in accordance with funds availability laws ("Hold Period"). During the Hold Period, you may not withdraw these funds, and we are not required to use the funds to pay checks drawn on your account that have been presented for payment.

Determining the Day your Deposit is Received
If you make a deposit before the established cut-off time on a business day, we will consider that day to be the day your deposit is received. If you make a deposit after our cut-off time or on a non-business day, the deposit will be considered received by us on the next business day.

Our deposit cut-off times are as follows:

Type of Deposit	Cut-off time
Wire transfer	1:00PM PST
Mobile check	4:00PM PST

Determining the Day your Funds are Available
The length of the Hold Period varies depending upon the type of deposit, how the deposit was made, and the rules that follow.

Same Day Availability.

- Funds from Direct Deposits and transfers from other Robinhood-Branded Accounts generally will be available in your account on the business day we receive the deposit.

Next Day Availability.

- Funds from electronic deposits, such as incoming Direct Deposits, ACH and wire transfers, will be available in your account no later than the first business day after we receive the deposit.

Mobile Check Deposits.

- Funds from mobile check deposits generally will be available in your account within three business days after we receive the deposit. You agree that the funds availability rules set forth in Federal Reserve Regulation CC do not apply to mobile checks.

Schedule E: Electronic Funds Transfer Act Disclosure

Your potential liability
Tell us AT ONCE if you believe that your Access Credentials have been compromised, an EFT has been made without your permission, or someone has transferred or may transfer money from your account without your authorization. Texting us at (650) 761-9955 or calling us at (650) 789-6540 are the best ways of keeping your possible losses down. You could lose all the money in your account. If you tell us within 2 business days after you learn that your Access Credentials have been compromised, you can lose no more than $50 if someone used your Access Credentials to access your account without your permission.

If you do NOT tell us within 2 business days, as defined in the “Definitions” section of the Agreement, after you learn that your Access Credentials have been compromised, and we can prove we could have stopped someone from using your Access Credentials without your permission if you had told us, you could lose as much as $500.

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 or made available to you electronically, 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 had you 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.

Contact in the event of an unauthorized transfer
If you believe your Access Credentials have been compromised, text us at (650) 761-9955, call us at (650) 789-6540, or write to us as soon as possible at banking@robinhood.com.

Transfer types and limitations
(1) Account access. Refer to the “Account Features” of this Agreement to learn more about supported account transfer methods.

(2) Limitations on frequency of transfers. There are no limitations on the number of transfers you can make.

(3) Limitations on dollar amounts of transfers. Refer to Schedule C of this Agreement to learn more about what transfer limits may apply.

Confidentiality
We will disclose information to third parties about your account or the transfers you make:
(i) Where it is necessary for completing transfers, or
(ii) In order to verify the existence and condition of your account for a third party, such as a credit bureau or merchant, or
(iii) In order to comply with government agency or court orders, or
(iv) If you give us your written permission.

Documentation
(1) Preauthorized credits. If you have arranged to have direct deposits made to your account at least once every 60 days from the same person or company, we will let you know if the deposit is not made.

(2) Periodic statements. You will get a monthly account statement.

Preauthorized payments
(1) 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. Here's how:

> Text us at (650) 761-9955, call us at (650) 789-6540, or write us at banking@robinhood.com, 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.

(2) Notice of varying amounts. If these regular payments may vary in amount, we will tell you, 10 days before each payment, when it will be made and how much it will be. You may 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.

(3) 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.

Our potential liability
If we do not complete a transfer to or from your account on time or in the correct amount according to our agreement with you, we will be liable for your actual losses or damages. However, there are some exceptions. We will not be liable, for instance:
(1) If, through no fault of ours, you do not have enough money in your account to make the transfer.
(2) If the transfer would go over the credit limit on your overdraft line.
(3) If the automated teller machine where you are making the transfer does not have enough cash.
(4) If the transfer system was not working properly and you knew about the breakdown when you started the transfer.
(5) If circumstances beyond our control (such as fire or flood) prevent the transfer, despite reasonable precautions that we have taken.
(6) There may be other exceptions stated in our Agreement with you.

Error Resolution Notice

In Case of Errors or Questions About Your Electronic Transfers

Text us at (650) 761-9955, call us at (650) 789-6540, or write us at banking@robinhood.com 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.

1. Tell us your name and account number (if any).

2. 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.

3. Tell us the dollar amount of the suspected 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 days to investigate your complaint or question. If we decide to do this, we will credit your account within 10 business days 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. 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 credit your account.

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

   We will tell you the results within three business days after completing our investigation. If we decide that there was no error, we will send you a written explanation. You may ask for copies of the documents that we used in our investigation.

Authorizing one-time EFTs using information from a check

When you provide a check as payment, you authorize us to use information from your check to make a one-time electronic fund transfer from your account. Funds may be withdrawn from your account as soon as the same day you make your payment.

Schedule F: Check 21 Notice

What Is a Substitute Check?
To make check processing faster, federal law permits banks to replace original checks with "Substitute Checks." These checks are similar in size to original checks with a slightly reduced image of the front and back of the original check. The front of a Substitute Check states: "This is a legal copy of your check. You can use it the same way you would use the original check." You may use a Substitute Check as proof of payment just like the original check.

Some or all of the checks that you receive back from us may be Substitute Checks. This notice describes rights you have when you receive Substitute Checks from us. The rights in this notice do not apply to original checks or to electronic debits to your account. However, you have rights under other law with respect to those transactions.

What Are My Rights Regarding Substitute Checks?
In certain cases, federal law provides a special procedure that allows you to request a refund for losses you suffer if a Substitute Check is posted to your Account (for example, if you think that we withdrew the wrong amount from your Account or that we withdrew money from your Account more than once for the same check). The losses you may attempt to recover under this procedure may include the amount that was withdrawn from your Account and fees that were charged as a result of the withdrawal (for example, bounced check fees).

The amount of your refund under this procedure is limited to the amount of your loss or the amount of the Substitute Check, whichever is less. You also are entitled to interest on the amount of your refund if your Account is an interest- bearing account. If your loss exceeds the amount of the Substitute Check, you may be able to recover additional amounts under other law.

If you use this procedure, you may receive up to $2,500 of your refund (plus interest if your Account earns interest) within ten (10) Business Days after we received your claim and the remainder of your refund (plus interest if your Account earns interest) not later than forty (40) calendar days after we received your Claim.

We may reverse the refund (including any interest on the refund) if we later are able to demonstrate that the Substitute Check was correctly posted to your Account.

How Do I Make a Claim for a Refund?
If you believe that you have suffered a loss relating to a Substitute Check that you received and that was posted to your Account, please contact us using the information in the "Contacting Us" Section above. You must contact us within forty (40) calendar days of the date that we sent (or otherwise delivered by a means to which you agreed) the Substitute Check in question or the Account statement showing that the Substitute Check was posted to your Account, whichever is later. We will extend this time period if you were not able to make a timely claim because of extraordinary circumstances.

Your claim must include:

- A description of why you have suffered a loss (for example, you think the amount withdrawn was incorrect);
- An estimate of the amount of your loss;
- An explanation of why the Substitute Check you received is insufficient to confirm that you suffered a loss; and
- A copy of the Substitute Check and/or the following information to help us identify the Substitute Check: (identifying information, for example the check number, the name of the person to whom you wrote the check, the amount of the check).

Schedule G: Remittance Transfer Error Resolution and Cancellation Disclosures

What to do if you think there has been an error or problem:

If you think there has been an error or problem with your remittance transfer:

- Text us at (650) 761-9955;
- Call us at (650) 789-6540; or
- Write us at banking@robinhood.com.

You must contact us within 180 days of the date we promised to you that funds would be made available to the recipient. When you do, please tell us:

1. Your name and address or telephone number;
2. The error or problem with the transfers, and why you believe it is in an error or problem;
3. The name of the person receiving the funds, and if you know it, their telephone number or address;
4. The dollar amount of the transfer; and
5. The confirmation code or number of the transaction.

We will determine whether an error occurred within 90 days after you contact us and we will correct any error promptly. We will tell you the results within three business days after completing our investigation. If we decide that there was no error, we will send you a written explanation. You may ask for copies of any documents we used in our investigation.

What to do if you want to cancel a remittance transfer:

You have the right to cancel a remittance transfer and obtain a refund of all funds paid to us, including any fees. In order to cancel, you must contact us at banking@robinhood.com within 30 minutes of payment for the transfer.

When you contact us, you must provide us with information to help us identify the transfer you wish to cancel, including the amount and location where the funds were sent. We will refund your money within three business days of your request to cancel a transfer as long as the funds have not already been picked up or deposited into the recipient's account.