

Robinhood Banking Debit MasterCard® Cardholder Agreement

Effective Date: October 2, 2025

**IMPORTANT - PLEASE READ CAREFULLY.
THIS AGREEMENT INCLUDES AN ARBITRATION AGREEMENT.
PLEASE SEE BELOW FOR DETAILS.**

This Debit Card Cardholder Agreement (“Agreement”) governs the use of your Robinhood Banking Mastercard® Debit Card (the “Card”) issued by Coastal Community Bank, Member FDIC, a Washington State Chartered Bank (the “Bank”). This Agreement supplements, but does not replace, the Robinhood Banking Consumer Deposit Account Agreement, Terms of Use, Privacy Policy, and other agreements governing your Robinhood Banking accounts. By activating or using the Card, you agree to be bound by the terms of this Agreement. All terms in this Agreement apply to both physical and digital Card use. You agree to use your card only for valid and lawful purposes and that if your Card is used for any other purposes you are responsible for such use. Please read and retain this Agreement for your records.

I. Definitions

In this Agreement, the words:

- “Account”, “Card Account” or “account” means the checking account linked to your Card that is offered through Robinhood Banking and held at Coastal Community Bank.
- “Available Balance” means the funds available in your Account for transactions.
- “Business days” are Monday through Friday, excluding federal holidays.
- “Card” means the Robinhood Banking Mastercard® Debit Card (physical and/or digital) issued to you.
- “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.
- “PIN” means your Personal Identification Number, used to verify identity.
- “Mobile Device” means a smartphone, tablet or wearable device used for contactless payment.
- “We,” “us,” and “our” mean the Bank and Robinhood, in its capacity as a service provider of the Bank.
- “You” and “your” means the person or persons who have received the Card and are authorized to use the Card as provided for in this Agreement.

II. Card Activation and Use

You must activate your physical Card through the Robinhood Banking mobile app (the “App”) before using it. Each Account (checking accounts only) has its own Card. In other words, if you have an individual checking account and a joint checking account, you will have two separate Cards for use with each respective account. You are unable to access savings account(s) through the Card.

You may use your Card subject to your daily purchase limit, daily ATM withdrawal limit, and your available balance in your Account. For your protection, we recommend that you sign the back of your physical Card immediately upon receipt. While card signatures are no longer required for most transactions, a signed card may assist in verifying your identity if your Card is ever lost or stolen.

Point-of-Sale Transactions. You may use your Card to purchase goods or services at any merchant location that accepts debit Mastercard®. These purchases are called “point-of-sale” transactions, and merchants who accept the Card are called “participating merchants.” You can make Point-of-Sale purchases using your Card up to the amount of the available balance in your Account. You authorize us to debit your Account for the amount of the transaction, whether or not you have signed or sign any sales authorization slip. You acknowledge that all Point-of-Sale transactions will constitute a simultaneous withdrawal from your Account, even though the transaction might not be paid from your Account until a later date. Point-of-Sale transactions will be debited to your Account in a similar manner as checks drawn on your Account.

Participating merchants may be required to obtain an authorization from us for certain Point-of-Sale transactions. We are under no obligation to authorize Point-of-Sale transactions for which there are not sufficient funds available in your Account.

ATM Transactions. You may use your Card to withdraw cash from your Account(s). You authorize us to charge any withdrawal by use of your Card to your Account as though you had specifically signed a withdrawal authorization. If there are insufficient funds in the Account to cover such a withdrawal, you agree that we have the right to refuse to authorize the withdrawal.

You do not have the right to stop payment on any Point-of-Sale transaction or on any ATM transaction you perform which is authorized by you.

Prohibited Transactions. You may not use your Card for any illegal purpose, including but not limited to unlawful internet gambling or the purchase of prohibited goods or services. Transactions determined to be in violation of application laws, card network rules, or regulatory restrictions may be declined at our sole discretion. We reserve the right to block or reverse transactions or suspend your Card privileges, including the right to close your Account, if we suspect such activity. We may cancel or suspend your Card or Card banking access at any time, without notice to you.

III. Mobile Wallet and Digital Card Use

You may add your physical Card or your digital Card to a mobile wallet for use with a Mobile Device. If you make Card transactions through a Mobile Device, these terms and conditions apply.

When you add your Card to a mobile wallet, your Card information may be transmitted and stored by third parties such as wallet providers, mobile device manufacturers, card networks, or software vendors. These parties may collect information about your Mobile Device, your location, and your transactions in accordance with their privacy policies and terms of use.

We are not responsible for any loss or damage resulting from your use of a mobile wallet, including unauthorized transactions, unless otherwise stated in this Agreement or required by law. You should secure your Mobile Device the same as you would your cash, checks, credit cards, and other valuable information. We encourage you to use authentication credentials (password, biometric ID) and/or lock your Mobile Device to help prevent an unauthorized person from using it.

Please notify us promptly if your Mobile Device containing your Card information is lost or stolen. See "Contact Us" section below.

Any transaction history displayed in a digital wallet may not reflect all Card activity or your actual account balance. Refer to your App and your official account statement(s) for accurate information.

For additional details regarding use of your Card in your mobile wallet, please refer to the Robinhood Debit and Credit Card Terms of Use for a Digital Wallet.

IV. Transaction Limits

Your Card is subject to daily and monthly limits on purchases and cash withdrawals. These limits help us protect you against fraud and unauthorized transactions. The limits vary based on your Tier, as defined and further detailed in the Robinhood Banking Consumer Deposit Account Agreement. The following transaction limits apply to you at account opening. 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 App.

Daily Spend Limit

1. Tier 1: You may make purchases and obtain authorizations totaling up to \$3,000 per day.
2. Tier 2: You may make purchases and obtain authorizations totaling up to \$5,000 per day (inclusive of both merchandise and cash transactions).

Monthly Spend Limit

1. Tier 1: You may make purchases and obtain authorizations totaling up to \$10,000 per 30-day period.
2. Tier 2: You may make purchases and obtain authorizations totaling up to \$15,000 per 30-day period.

Daily ATM Withdrawal Limit

1. Tier 1: You may withdraw up to \$1,000 per day from ATMs.
2. Tier 2: You may withdraw up to \$2,500 per day from ATMs.

Monthly ATM Withdrawal Limit

1. Tier 1: You may withdraw up to \$4,000 per 30-day period from ATMs.
2. Tier 2: You may withdraw up to \$10,000 per 30-day period from ATMs.

If you attempt a transaction that would exceed your applicable daily or monthly limits, the transaction will be declined. We may also impose additional restrictions on the frequency, amount, or type of transactions for security reasons or as otherwise required by law.

V. Authorization Holds

When you use your Card to make a purchase, the merchant may request that we preauthorize (or “hold”) an estimated amount of the transaction. The funds subject to the authorization hold will be deducted from your Available Balance until the transaction is cleared or released.

- *Duration of Holds:* Most authorization holds are released within three (3) business days. However, holds may last longer in certain cases - for example, up to thirty (30) business days for car rentals, hotel stays, or international transactions.
- *Amount of Holds:* The hold amount may be higher than the actual purchase price. For example, restaurants may add up to 20% to cover a tip, or gas stations may preauthorized up to a set amount (e.g., \$175) at pay-at-the-pump terminals.
- *Impact on Limits:* Authorization holds count toward your daily and monthly spend limits, and reduce the Available Balance in your Account until the merchant submits the final transaction or the hold expires.
- *Release of Holds:* If the merchant does not complete the transaction within the hold period, we will release the funds. However, if the merchant later submits the transaction, we are still required to honor the authorization, even if you do not have enough funds in your Account to cover the amount due.

VI. Fees

If you are enrolled in Direct Deposit and maintain an aggregate Direct Deposit amount of at least \$1,000 per month, you will not be charged any monthly fees for the Card, and there are no fees for purchases or transactions made at merchants, or for the use of in-network ATMs. The only fees that apply to your Card are for the use of out-of-network ATMs.

An “out-of-network ATM” is any ATM that is not part of Robinhood’s designated fee-free network, as disclosed in the Robinhood Banking App. Out-of-network ATM fees are assessed according to the Tier designation as set forth in the Robinhood Banking Consumer Deposit Account Agreement:

- Not enrolled in Direct Deposit: \$2.50 per in-network and out-of-network transaction
- Enrolled in Direct Deposit:
 - Tier 1: \$2.50 per out-of-network transaction
 - Tier 2: No fee for out-of-network ATM transactions

These fees are charged in addition to any fee the ATM owner/operator may impose. If the ATM operator charges a fee, it will be disclosed at the terminal before you complete your transaction, and that fee will be deducted from your Account in addition to the fee above.

If you are not enrolled in Direct Deposit, there will be a fee to obtain a physical debit card. If you are enrolled in Direct Deposit, there may be a fee for replacement of the Card.

We may change these fees at any time, as permitted by law. If we make a change, we will notify you in advance as required. For additional fee information, see Schedule B of the Robinhood Banking Consumer Deposit Account Agreement.

VII. PIN Security and Card Protection

When you activate your Card you will choose a confidential PIN which will enable you to identify yourself when using your card. Your PIN is a security feature that functions as your signature, identifying you as the proper user of the Card and authorizing any transaction that you make using the Card. Keep your PIN confidential. Do not write it on or store it with your Card. Notify us immediately if your Card or PIN is lost or stolen.

Do not allow others to use your Card or Mobile Device to access your account. If you voluntarily give your Card and/or PIN to another person at any one time, you have authorized said person(s) to use your Card and access your Account funds, and you will be responsible for their use of your Card from that period and on unless we have been otherwise notified and your PIN has been changed.

VIII. Overdrafts

Your Card is not a credit card and should not be used to create overdrafts. 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. You agree to promptly deposit sufficient available funds to cover any overdraft. See Robinhood Banking Consumer Deposit Account Agreement for more details.

IX. Statements and Error Resolution

You will receive periodic statements showing your Card activity. Telephone us at (650) 789-6540, 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.

For more information about error resolution, including details about information needed to investigate and the timeline for investigation, see Schedule E: Electronic Funds Transfer Act Disclosure of the Robinhood Banking Consumer Deposit Account Agreement.

X. Liability for Unauthorized Transactions

Tell us AT ONCE if you believe that your Card has been compromised, lost or stolen. Telephoning us at (650) 789-6540 is the best way 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 Card has been stolen, you can lose no more than \$50 if someone used your Card 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 Card has been compromised, and we can prove we could have stopped someone from using your Card 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.

Contact in the event of an unauthorized transfer

If you believe your Card has been compromised, call us at (650) 789-6540 or by writing to us as soon as possible at banking@robinhood.com.

XI. Merchant Disputes

You are responsible for resolving disputes directly with the merchant for any issues concerning the quality, delivery, or return of goods or services purchased with your Card. We are not responsible for the delivery, quality, safety, legality or any other aspects of the goods or services you purchase using your Card.

However, if you are unable to resolve a transaction dispute with the merchant, you may contact us to submit a claim. We will review your claim and, if applicable, assist you in pursuing a chargeback or adjustment in accordance with Mastercard network rules. Whether a transaction is ultimately reversed will depend on the specific facts, supporting documentation you provide, and the rules of the Mastercard network.

This provision does not limit your rights under the “Error Resolution” or “Liability for Unauthorized Transactions” sections of this Agreement. Regulation E protections apply only to unauthorized transactions and certain electronic transfer errors, not to merchant disputes.

XII. Recurring Payments and Preauthorized Transactions

You may authorize a merchant or service provider to initiate recurring Card transactions from your Account. If you wish to stop any recurring payment, you must notify us at least three (3) business days before the scheduled transaction date. You may also need to contact the merchant directly to cancel your authorization. We are not responsible for the merchant’s failure to stop the transaction after you revoke authorization.

If we receive proper notice and fail to stop a transaction, we will be liable for any losses or damages, subject to applicable law.

XIII. Card-on-File and Updated Card Information

If you provide your Card information to a merchant for recurring payments or to keep on file for future purchase, that merchant may participate in a secure update service such as Mastercard Automatic Billing Updater. This means your updated Card number or expiration date may be automatically shared with the merchant upon Card replacement or renewal.

Not all merchants participate in these update services. We recommend that you notify each merchant directly of any changes to your Card information to avoid payment disruptions.

XIV. International Transactions

You may use your Card to make purchases or withdraw cash outside of the United States at merchants and ATMs that accept Mastercard®. The transaction amount will be converted into U.S. dollars by Mastercard International Incorporated using a conversion rate selected by Mastercard from the range of rates available in wholesale currency markets, or the government-mandated rate in effect at the time of processing. The conversion rate may differ from the rate Mastercard itself receives.

We do not charge any additional international transaction fee. However, out-of-network ATM fees may apply. Additionally, international ATM owners, operators, or other financial institutions may assess their own fees for withdrawals, balance inquiries, or other transactions. These fees are in addition to any fees disclosed in Schedule B of the Robinhood Banking Consumer Deposit Account Agreement.

XV. Our Liability for Failure to Complete Transactions

We will be liable for your losses or damages if we fail to complete a transaction from your Account on time or in the correct amount, as agreed under this Agreement and other agreements governing your Account. However, we will not be liable in certain circumstances, including but not limited to the following:

- If, through no fault of ours, your Account does not have enough available funds to complete the transaction;
- If a merchant refuses to accept your Card;
- If an ATM or point-of-sale terminal does not have enough cash or is not working properly and you were aware of the problem when you initiated the transaction;
- If your Card or Account has been blocked or access has been restricted due to suspected unauthorized use, legal process, or other encumbrance;
- If circumstances beyond our control (such as fire, flood, or telecommunications outage) prevent the transaction, despite reasonable precautions;
- If we have reason to believe the transaction is unauthorized or violates applicable laws or the terms of this Agreement;
- If the transaction exceeds your Card's daily limit or your Account's available balance at the time of authorization;
- If the failure was caused by a delay from the merchant or payee in processing the transaction.

Other exceptions may apply as described in your Robinhood Banking Consumer Deposit Account Agreement or as permitted by law.

XVI. Fraud Monitoring and Suspicious Activity

For your protection, we may monitor Card transactions for unusual, suspicious, or potentially fraudulent activity. We may decline, block, or delay transactions, place restrictions on your Card, or suspend Card access if we believe your Card is being used for unauthorized or unlawful purposes, or if we identify heightened fraud risk.

If a legitimate transaction is declined due to suspected fraud, you may need to verify the transaction with us before it is completed. You agree to promptly respond to any requests we make to confirm the validity of a transaction. If we suspect fraud on your account, we may reach out to you via text message and/or via notification in the App.

You remain responsible for all authorized transactions, even if they are flagged by our fraud monitoring systems. Please notify us immediately if your Card is lost, stolen, or compromised, or if you believe there has been an unauthorized transaction on your Account.

XVII. Termination and Amendments

You may terminate this Agreement at any time by notifying us and ceasing use of your Card. Upon termination, you must destroy your physical Card and remove your digital Card from any mobile wallet or device. You remain responsible for any transactions or fees incurred prior to termination.

We may suspend, revoke or cancel your Card or access to your Account at any time, with or without cause or prior notice, except where notice is required by law. This may include circumstances such as inactivity, suspected unauthorized use, fraud, or violation of the terms of this Agreement or other agreements governing your Account(s). If your Card is canceled or expires, you must stop using it immediately. We are not required to issue a replacement card.

We may amend this Agreement, including applicable fees and terms, at any time. If required by law, we will notify you in advance. Continued use of your Card after the effective date of any change constitutes your acceptance of the amended terms. If you do not agree to the amended terms, you must stop using the Card and notify us to close your Card access.

XVIII. Arbitration Provision

Any dispute arising from or relating to this Card or Agreement will be subject to the arbitration provision set forth in your Robinhood Banking Consumer Deposit Account Agreement. By accepting and using the Card, you agree to resolve any disputes in accordance with that provision.

XIX. 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 XXIX 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 said Arbitration provision, 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.

XX. Contact Information

Call us at (650) 789-6540

Email us at banking@robinhood.com

XXI. ATM and Card Safety Tips

Although we do not operate ATMs, you may use your Card at ATMs operated by third parties. We encourage you to follow these safety tips when using an ATM:

- Shield your PIN at ATMs and never share your PIN with others.
- Be alert and aware of your surroundings, especially at night, and be cautious when withdrawing cash. Use ATMs in well-lit areas only. If someone looks suspicious or you feel uncomfortable, choose another location.
- Do not use an ATM if it appears damaged or if anything looks unusual, such as loose card readers or keypad overlays.