

## **Thread Bank Consumer Deposit Account Agreement Disclosures Switch Consumer Deposit Account Program**

***Last updated: August 14, 2025***

The following Thread Bank Consumer Deposit Account Agreement Disclosures (the “Disclosures”) apply to the demand deposit account (the “Account”) issued by Thread Bank (the “Bank”), member of the Federal Deposit Insurance Corporation (“FDIC”) and chartered under the laws of the State of Tennessee. These Disclosures are incorporated by reference into the Thread Bank Consumer Deposit Account Agreement (the “Agreement”) and Thread Bank Consumer Visa Debit Cardholder Agreement (the “Cardholder Agreement”). Grink Inc. dba Switch (“Program Partner”) is responsible for assisting the Bank with the administration of the Switch Consumer Deposit Account Program (the “Program”). Capitalized terms not otherwise defined herein are ascribed the same meaning as set forth in the Agreement.

### **1.1 How to Contact Us**

For most matters, you should email us at [support@joinswitch.co](mailto:support@joinswitch.co) or contact us or via phone at 1-847-212-8777. Call center support is available from 9am-5pm Pacific Time. You may also contact us through the Switch Mobile App via the help icon “?” on the home screen. The Program Partner’s website is available at <https://www.joinswitch.co/>.

For questions or concerns about any debit card-related transactions, including, but not limited to: (i) if your debit card, debit card number, or PIN is lost, stolen, or misplaced; (ii) the Fraud Outreach program or support or (iii) if you would like us to stop a recurring debit to your debit card, please contact us at 1-847-212-8777 or email us at [support@joinswitch.co](mailto:support@joinswitch.co).

For questions or concerns about any non-card transactions, including, but not limited to: (i) suspected errors or unauthorized EFTs; or (ii) if you would like to place a stop payment request for preauthorized transfers, please contact us at [support@joinswitch.co](mailto:support@joinswitch.co) or via the Switch Online Banking Application.

If applicable, for questions or concerns about adding and/or deleting Authorized Users; checking your current interest rate; substitute checks or check standards; or closing your Account, please contact us at [support@joinswitch.co](mailto:support@joinswitch.co) or via the Switch Online Banking Application.

For questions or concerns about updating your name, address, or other contact information; identity theft; reporting account takeover; checking the status of a transaction; or providing instructions regarding a transaction, such as direct deposits and other incoming ACH transactions, please contact us at [support@joinswitch.co](mailto:support@joinswitch.co).

### **1.2 Account Types and Tiers**

We offer three (3) types of Account Tiers: Tier 1, Tier 2, and Tier 3.

When you open an Account, you will automatically be placed in Tier 1. You may be upgraded to Tier 2 or Tier 3 upon request, and at our sole discretion, based on various factors, such as account history, account age and time on platform, referral and/or signup method, relationship to the company, and relationship to other users. If your tier is reassigned, we will inform you. Advance notice of tier reassignment will be provided as required by law.

## **Confidential**

The Tier that you are placed in may affect your transaction limitations as set forth in this Agreement. Unless otherwise stated in this Agreement, all terms contained in this Agreement apply equally to all Tiers.

### **1.3 Paperless Account**

To open an Account, you must agree to go “paperless.” This means that you must (a) provide us with and continue to maintain a valid email address and (b) accept electronic delivery of all communications that we need or decide to send you in connection with your Account by agreeing to the ESIGN Consent Document, available at

<https://joinswitch.notion.site/Electronic-Disclosure-and-Consent-1c1678bba9b74cf799243308e4fe8dd0>.

### **1.4 Joint Account Applicability**

Your Account does not allow joint ownership.

### **1.5 How To Open an Account**

You may open an Account by downloading the Switch mobile application and following the instructions within the application.

### **1.6 Minimum Deposits and Balances**

There is no minimum deposit required to open an Account and no minimum balance you need to maintain in your Account.

### **1.7 Interest Disclosures**

This Account is not interest-bearing. No interest will be paid on this Account.

### **1.8 Confidentiality and Our Privacy Policy**

Information about your Account and your transactions is collected by pursuant to the Agreement. The Program Partner’s privacy policy is available at

<https://joinswitch.notion.site/Switch-Privacy-Policy-f971529f1e404058a5c1f95920b72bfc>.

### **1.9 Deposits Into Your Account**

You may make deposits into your Account using any of these methods described below. We do not charge you any fees for making deposits.

<b>Deposit Method</b>	<b>Limitations for Your Account</b>
Direct Deposits and other ACH transfers initiated by a third party*	No limits

Internal transfers between eligible Accounts managed by the Program (see the “Transfers To or From Accounts You Have With Us” section of the Agreement)	No limits	
ACH transfers to your Account from a connected U.S. bank account with another institution (see the “Transfers To or From Connected U.S. Bank Accounts” section of the Agreement)**	<b><u>Daily</u></b> <b>Tier 1:</b> \$299 <b>Tier 2:</b> \$2,000 <b>Tier 3:</b> \$10,000	<b><u>Monthly</u></b> <b>Tier 1:</b> \$1,000 <b>Tier 2:</b> \$10,000 <b>Tier 3:</b> \$100,000
Checks (via the Check Deposit Services***)	All Tiers \$10,000/day \$100,000/month	
Domestic inbound wires	No limits	
<p>* The recipient’s name on any direct deposit or ACH must match the name on the Account or the deposit may be returned to the originator.</p> <p>** You may transfer funds between your Account and another bank account. The connected bank account must be located in the United States.</p> <p>*** The recipient’s name on any direct deposit, ACH, or deposited check must match the name on the Account or the deposit may be returned to the originator.</p>		

### 1.10 Our Funds Availability Policy

It is our policy to make deposits to your Account available for withdrawal according to the table provided in the “Our Funds Availability Policy” section of the Agreement, except where limited by us pursuant to the “Transfers To or From Connected U.S. Bank Accounts” section of the Agreement.

Your Account supports the following types of deposits and cut-off times:

If you make or receive a deposit via...	The cut-off time is...	And those funds are available...
Internal transfers between eligible Accounts managed by the Program (see Section 3.5)	N/A	Immediately
Direct Deposits and other ACH transfers initiated by a third party	3:00 PM ET	Same business day
Domestic wire	5:40 PM ET	Same business day

### 1.11 Withdrawals From Your Account

You, or, if applicable, an Authorized User, may withdraw funds up to the amount of your Available Balance less applicable fees using any of the methods below and subject to the following limits:

Withdrawal Method	Limitations for Your Account	
Internal transfers between eligible Accounts managed by the Program (see the “Transfers To or From Accounts You Have With Us” section of the Agreement)	No limits	
ACH transfers from your Account to a connected U.S. bank account with another institution* (see the “Transfers	<b><u>Daily</u></b> Tier 1: \$299	<b><u>Monthly</u></b> Tier 1: \$1,000

**Confidential**

To or From Connected U.S. Bank Accounts” section of the Agreement)	Tier 2: \$2,000 Tier 3: \$10,000	Tier 2: \$10,000 Tier 3: \$100,000
ACH transfers to a merchant or other third party you authorize to withdraw from your Account using your routing number and account number	No limits	
ACH transfers to another consumer account (P2P Transfer)	<b><u>Daily</u></b> Tier 1: \$299 Tier 2: \$2,000 Tier 3: \$10,000	<b><u>Monthly</u></b> Tier 1: \$1,000 Tier 2: \$10,000 Tier 3: \$100,000
ATM withdrawals	\$2,000/day	
Point-of-sale (POS) transactions, online purchases, and other transactions at merchants using your debit card	<b><u>Daily</u></b> Tier 1: \$299 Tier 2: \$2,000 Tier 3: \$10,000	
Outgoing Domestic Wires	<b><u>Daily- All Tiers</u></b> \$10,000	<b><u>Monthly- All Tiers</u></b> \$100,000
Checks drawn on your Account	<b><u>Daily</u></b> Tier 1: \$299 Tier 2: \$2,000 Tier 3: \$10,000	<b><u>Monthly</u></b> Tier 1: \$1,000 Tier 2: \$10,000 Tier 3: \$100,000
*You may transfer funds between your Account and another bank account. The connected bank account must be located in the United States		

**1.12 Overdraft Services**

We do not offer overdraft services or charge fees for overdrafts or non-sufficient funds. We typically will return or decline to process a transaction (including, where applicable, ATM and debit card transactions) if it exceeds your Available Balance.

However, it is still possible for you to overdraft your Account, such as when you write checks (since there is a delay between when you write the check and when we receive it for processing), when we settle authorized debit card transactions, as discussed in the “Debit Card Authorization” section of the Agreement, or if a deposit you make is returned.

You must make a deposit immediately to cover any negative balance, including a negative balance resulting from an overdraft, without notice or other demand from us. If your Account has a negative balance for sixty (60) calendar days or more, we may close your Account. We reserve the right to close your Account at an earlier date, as permitted by law. Any deposits made on the account closure date, due to a negative balance, may be returned or rejected.

**1.13 Fee Schedule**

Fee Description	Fee Amount and Frequency	Additional Details
Instant transfer push to debit fees	1.75% of the transaction	You will be charged this fee for any instant transfers from your Switch balance to a connected consumer bank account via a connected debit card;
Outgoing Domestic Wire Fee	\$20/Outgoing Wire Transaction	You will be charged this fee each time for any Outgoing Wire transaction initiated from your Switch Account.
Debit card AFT fees	0%	An AFT occurs when you pull funds from your debit card to fund another account.
International transaction fee	One and one-half percent (1.5%) of the transaction	You will be charged this fee for any ATM or POS transactions conducted outside the United States.
Out-of-network ATM transaction fee		<p>You may be charged a fee, including for balance inquiries, by the operator of an out-of-network ATM.</p> <p>You can avoid fees by using an in-network ATM. You can identify an in-network ATM by looking for the Allpoint logo on or near the ATM.</p>

### **1.14 Types of EFTs Supported by Your Account**

Your Account supports the following types of EFTs:

- Direct deposits
- Transfers to or from your Account and a connected bank account.
- Transfers from your Account to another person's bank account using the P2P Transfer Service.
- Transfers to or from your Account by a merchant or other third party to whom you have provided your Account routing number and account number.
- Transfers to or from your Account to a merchant or other third party by providing the third party with your debit card or debit card information.

- Domestic Wires
- Purchases or other transactions using your debit card.
- ATM withdrawals using your debit card.

#### **1.15 P2P Transfer Services Applicability**

The P2P Transfer Services is enabled for your Account; therefore, the P2P Transfer Services section of the Agreement applies to your Account.

#### **1.16 Check Deposits, Mobile Deposit Services, and Check Writing Applicability**

The Check Writing Services, Check Deposits, and Mobile Deposit Services are enabled for your Account; therefore, the Check Deposits, Mobile Deposit Services, and Check Writing section of the Agreement applies to your Account.

#### **1.17 Wire Transfers Applicability**

Wire transfers are enabled for your Account; therefore, the Wire Transfers section of the Agreement applies to your Account.

#### **1.18 Debit Card Applicability**

Debit cards are enabled for your Account; therefore, the Cardholder Agreement applies to your Account.

#### **1.19 Authorized Users Applicability**

You are permitted to designate Authorized Users for your Account.