

List of all fees for TruStone Financial Reloadable Prepaid Cards

All fees	Amount	Details
Get started		
Card purchase	\$9.95	Fee per each Primary Card Account enrollment
Secondary Card	\$4.95	Fee per each additional card added to the Primary Account
Express Delivery	\$25	Fee per each Expedited Card Delivery requested
Monthly usage		
Monthly Maintenance	\$0	Monthly fee assessed after card activation or initial load
Monthly Text Message Alerts Service	\$0	Monthly fee assessed after enrolling in text message alerts
Add money		
Value Reload	\$.95	Fee per each value reload
Direct Deposit	\$0	Fee per each direct deposit processed
Spend money		
Purchase Transaction	\$0	Fee per purchase transaction
Get cash		
ATM Withdrawal (in-network)	\$2	"In-network" refers to the TruStone Financial Federal Credit Union ATM Network. Locations can be found at trustonefinancial.org/atm-branch-finder/ .
ATM Withdrawal (out-of-network)	\$2	This is our fee. "Out-of-network" refers to all the ATMs outside of the TruStone Financial Federal Credit Union ATM Network. You may also be charged a fee by the ATM operator, even if you do not complete a transaction.
Cash Advance	\$2	Fee per cash advance transaction
Information		
Customer Service (automated)	\$0	No fee for calling our automated customer service line, including for balance inquiries.
Customer Service (live agent)	\$0	No fee for calling our live customer service agents, including for balance inquiries.
ATM Balance Inquiry (in-network)	\$0	No Fee charged by TruStone for balance inquiry.
ATM Balance Inquiry (out-of-network)	\$0	No fee charged by TruStone Financial. You may be charged a fee by the ATM operator.
ATM Decline	\$0	Per ATM decline
Using your card outside the U.S.		
Foreign Exchange Transaction	3%	Of the U.S. dollar amount of each transaction.
International ATM Withdrawal	\$2	This is our fee. You may also be charged a fee by the ATM operator, even if you do not complete a transaction.
International ATM Balance Inquiry	\$0	This is our fee. You may be charged a fee by the ATM operator.
International ATM Decline	\$0	This is our fee. You may be charged a fee by the ATM operator.

Other		
Inactive Account	\$4.95	You will be charged \$4.95 each month after you have not completed a transaction using your card for 6 months after card activation.
PIN Change	\$0	Per each PIN change request
PIN Inquiry	\$0	Per each PIN inquiry via the automated customer service line
Card Reissue	\$20	Per each card reissue requested
Lost Stolen Card Replacement	\$20	Per each card replacement requested

Register your card for NCUA insurance, if eligible, and other protections. Your funds will be held at or transferred to TruStone Financial Federal Credit Union, an NCUA-insured insured institution. Once there, if specific share insurance requirements are met and your card is registered, your funds are insured up to \$250,000 by the NCUA in the event TruStone Financial Federal Credit Union fails.

No overdraft/credit feature.

Contact TruStone Financial Federal Credit Union by calling 866-760-3156, by mail at PO Box 1260, Minneapolis, MN 55440-1260, or visit TruStoneFinancial.org.

For general information about prepaid accounts, visit cfpb.gov/prepaid.

If you have a complaint about a prepaid account, call the Consumer Financial Protection Bureau at 1-855-411-2372 or visit cfpb.gov/complaint.