

INTRODUCTION TO PASSPORT

Unlock the full potential of Passport with this FAQ guide. Explore all the benefits and get answers to frequently asked questions, helping you understand and maximize Passport's functionality.

Q What is Passport?

A Passport is Priority's Banking solution that helps businesses of all sizes accelerate cash flow, streamline transaction reconciliation, and optimize working capital. With Passport, you receive access to:

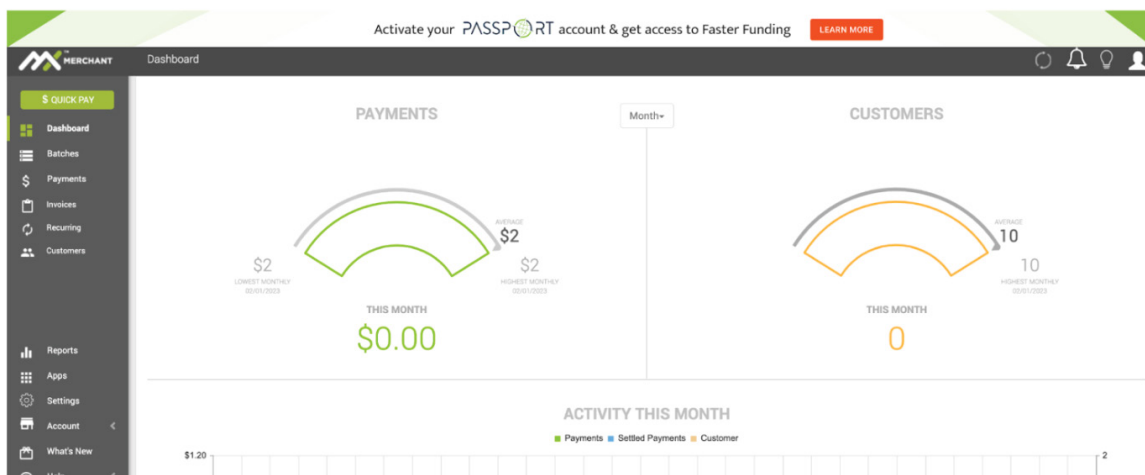
- Faster Funding - Get cash in hand faster after accepting payments from customers
- Pass Through FDIC Insured Account* - Pass-through FDIC insurance is subject to FDIC rules
- Debit Card - Corporate debit cards for you and your employees
- Vendor Payments - Online bill pay and recurring electronic payments
- Savings & Investments - A variety of interest bearing accounts including savings, money market, treasury and short term investment options
- Collect-store-send options for recurring payments, ACH, book, check, direct deposit, virtual cards and more

Q What is Passport faster funding?

A Faster funding provides all eligible merchants utilizing the MX™ gateway with access to their funds through their passport account within 5 minutes of a batch capture.

Q How do I gain access to Passport?

A MX™ Merchant admins may apply for a Passport account by accessing MX™ Merchant and choosing to click **Learn More** on the banner shown below.



*Pass-through FDIC insurance is subject to FDIC rules.

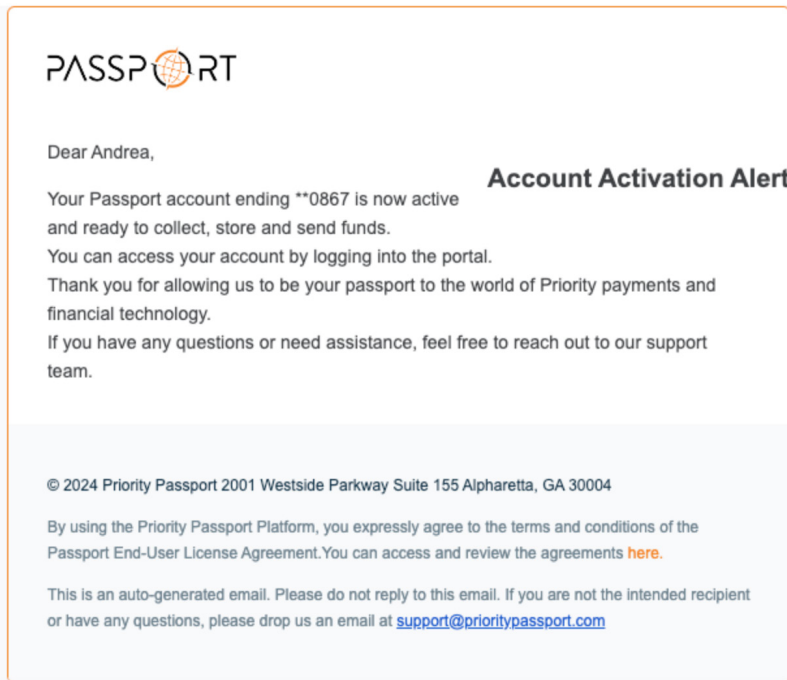




How do I know if my Passport account has been activated?



You will receive an email advising your account has been activated and as shown below.



Will my settlement bank account change once I have activated my Passport account?



Yes. Please note as part of the activation process, we have changed your merchant funding account on file to your Passport Account. This means your payment processing will be deposited into your Passport account. Please see the activation guide for more information.



How do I access funds from my Passport account?



You can access the available funds from your Passport account multiple ways:

- Use debit card for purchases and cash withdrawals
- Make payments to vendors directly from your Passport account via ACH, check, wire or virtual cards
- Transfer funds to your external bank account using ACH or Wire



Do I need to batch at the end of the day?



If you manually close your batch today, you must continue to close your batch.

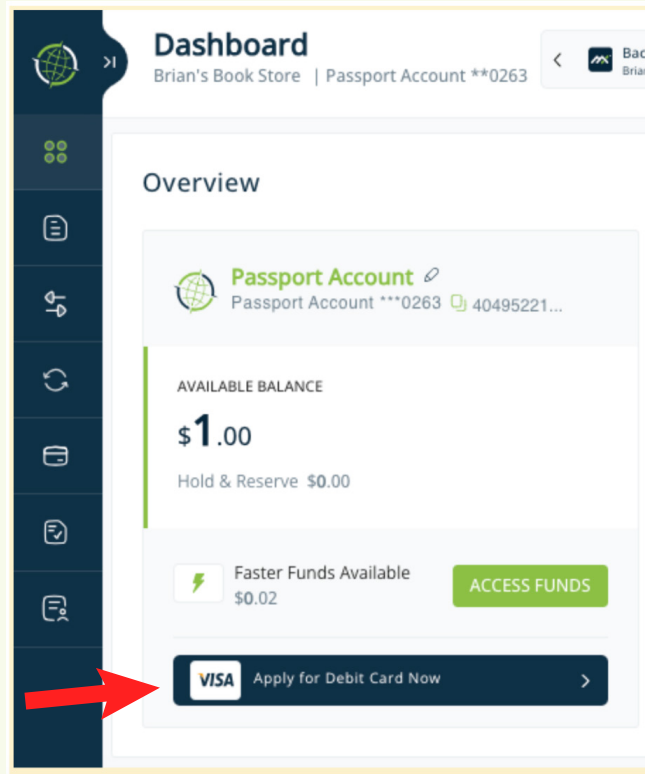


Q How long does it take for funds to arrive in my Passport account with faster funding?

A With Passport faster funding, you will be funded within minutes of batch closure.

Q How do I request a physical debit card once my Passport account is activated?

A You may request a physical debit card from within your Passport account and as shown below.



Q Is an ATM available for Passport accounts?

A Yes. You may visit: <https://moneypass.com/> to find the nearest MoneyPass in-network ATM by entering the ZIP code.

Q How do I know what faster funds are available for use?

A Passport identifies the available funds on your dashboard and as shown above. If you have processed for less than 30 days, you will have access to 80% of the last 30 day processing average via Faster Funds. All funds will be available once settled.

Q Can I be set up with a daily discount and still gain access to faster funding?

A Yes. You may be set with daily discount or month end billing and still gain access to faster funding. If you are on daily discount, the fee is deducted once the batch is settled. The funds deposited into your account are net of this fee.





Does Priority require a reserve or a minimum balance to gain access to faster funding?



No! No reserve or minimum balances are required with Passport faster funding.

MOVING FUNDS



How do I move funds from my Passport account?



You may move funds by clicking on the Move money option in the top right hand corner of your Passport account.



Can funds from my Passport account be moved to an external bank account?



Yes, you have multiple ways to move funds from your Passport account to an external account:

- Same Day ACH
- Standard ACH, 2-3 days
- Wire

Transferring funds to an external account is on demand and not automated but may be set up using the scheduler.




What are the cut off times for ACH, Check and Wire?



See the chart below for cut off times.

	Send Same Day ACH	Send Forward ACH	Send Check Std/Overnight/2Day	Send Wire (Domestic)
Cut Off Time (Scheduled)	SDA Window1: 06:00 am PST SDA Window2: 09:30 am PST	3:30 PM PT	9:30 AM PT	3:30 PM PT
Credit/Debit in External Bank A/C	Same Day	Next Business Day	Upon depositing check	Next Business Day

	Send Wire (International USD)	Send Book 	Send Refund Card
Cut Off Time (Scheduled)	12:00 PM PT	Instant	3:30 PM PT
Credit/Debit in External Bank A/C	Next Business Day	Balance Update and Ledger in Passport A/C to reflect within 20 mins	



STATEMENTS AND REPORTING

Q Where do I locate my Passport statement?

A You can download the Passport account statement from your Passport dashboard for any prior month.

Q What will I see in Passport to assist me with reconciliation?

A Your Passport account provides an account ledger providing money movements and balance. Simply click on the Account Ledger to view funds in and funds out ledgered to your Passport account. You will also gain access to sophisticated reports to help you with reconciliation.

SUPPORT

Q How do I check the balance on my Passport account?

A You can navigate to the Passport Account tab from the left panel navigation and the available balance is displayed.

Q Who do I contact for support?

A See support contact information below based on your inquiry.

Passport Support:

- Call: 1-800-475-0811 8am to 7pm EST Monday through Friday
- Email: support@prioritypassport.com

Debit Card related questions:

- Call: 1-833-635-6047
- 7am to 1pm EST Monday through Friday
- 8am to 8pm EST Saturday & Sunday

MX™ Merchant support:

- Call: 1-844-647-3616 or 8am to 9pm EST Monday through Saturday
- Email: Support@mxmerchant.com

