

Sable.

1. *What is a secured credit card?*

A secured credit card works similar to a credit card, however, the credit limit is set by you. Whatever limit you set, the appropriate funds are moved from your deposit account into a reserve account to act as collateral for your credit limit. This will be returned if you wish to close your account or reduce your credit limit in the future.

Every month you will receive statements based on your credit card usage with a due date that you will need to pay off using funds from your checking account. Your reserve amount will not automatically be used as this will remain constant to maintain your credit limit.

2. *How much does the Sable Secured Card cost?*

We don't charge any monthly service fees nor do we have a minimum deposit/balance requirement for our banking account. Similarly, we don't assess any fees for the secured credit card apart from any interest accrued on the unpaid balance for the monthly billing period.

3. *What Do I Need to Open a Sable Account?*

To open a Sable account you only need the following things:

- **Applicant must be at least 18 years old**
- **Your SSN information**

Or if you don't have an SSN, then the following will be required:

- **Your Passport**
- **Your U.S. Address**
- **Your U.S. Visa or Non-Tourist I94 entry of your US visit**
- **Passport**

You will need to scan your passport using the app when you're applying for an account. You will need your original passport, we don't accept photocopies or previously scanned images.

- **US Address:** You need to have a Residential US Address to open an account. This is a regulatory requirement. We will automatically ship your card to the address you provided.
- **Your Visa or valid I94 entry into the US (for non-US Citizens)**

If you are not a US citizen, we will ask for a second document. This will be the US visa attached to your passport. If you don't have a US Visa, that is probably because you entered the US with a visa waiver (e.g. a TN Visa or an ESTA). In this case, select the I-94 option and we will verify your visa waiver electronically.

- **Your SSN (if you have one):** If you have a Social Security Number, you're required to provide it for verification purposes.

4. *Why do you ask for these documents?*

We have to make sure that you are opening the account and it is not someone using your identity. This is for your safety as well as to comply with US regulations.

5. *What kind of card does Sable offer?*

The Sable Secured Card is a Mastercard.

6. *Does the card work in Puerto Rico?*

Yes, this card works in all states and US Territories, but you must provide a valid residential address, not a PO box, to be approved for the card.

7. *I don't have a US credit history. Can I use Sable products?*

Absolutely! Our products are especially made so that you can enjoy higher credit limits even when you don't have a US credit history.

8. *Will you run a soft or hard check of my US credit history?*

We won't run any type of credit history to open your secured credit card. Our products are geared towards people who may not have substantial credit history in the United States.

9. *How long will does it normally take to get approved? When I am approved will I receive a welcome email?*

Approval typically happens automatically, barring any unforeseen verification issues. You will receive a welcome email at that time.

10. *What credit reporting agencies does Sable report to?*
Experian, Equifax, and Trans Union

11. *How do I add the security deposit for my Secured Credit Card?*
To add your security deposit, all you need to do is navigate to the Secured Credit Card in the Cards screen of the Sable app and choose to "increase credit limit." This will automatically deduct the funds from your Sable Banking Account to a reserve account to act as the security deposit for your credit limit!

12. *How is the credit limit established for my Secured card?*
We offer a secured credit card with a credit limit against the amount of money you deposit into your account. For example, if you deposit \$1,000, we reserve that money in a secured deposit account and give you a credit limit of \$1,000. You can spend the same amount--by charging it to your Sable card. Why not just use a debit card? Because unlike a debit card, our secured card will build your credit history.

13. *How do I pay my Secured Credit Card balance?*
To pay off your Secured Credit Card balance, please choose the "Pay your secured credit card" option in the move money tab in the Sable app. This will deduct the funds from your Sable Banking Account and pay off your outstanding balance.

14. *What is the billing cycle for the Sable Secured Credit Card?*
Your Sable secured credit card has a billing cycle from the 1st to end of every month. You will only need to pay off whatever your statement (that you receive via email in the first 2 weeks of the month) says that you need to pay.

The due date counter that you see in the app currently only counts down to the 27th of every month as that is the due date for all secured credit cards with Sable currently. Similarly, the balance due shows the current outstanding balance on your Sable account and does not reflect what you may actually owe on your cards. Please follow your statements for accurate information on the amount due and the due date information.

15. *What happens if my payment is late?*

If your payment is late, you will be charged interest on the portion of the payment that you have not paid down by the due date. This will reflect in your next month's statement.

16. *How do I modify my credit limit?*

You can increase your credit limit by navigating to the "Cards" screen in the app, swiping on the image of the card till you see the "Sable ONE Secured Credit Card" and then choosing to "Set Credit Limit". We will move the requested funds to a "Sable Secured Deposit Account" from your bank account to act as the security deposit for your credit limit. For a secured card, you can increase your credit limit up to \$10,000.

To reduce your credit limit, please contact Customer Service by emailing help@sablecard.com from your registered email address and we will reduce your credit limit and move the necessary funds to your checking account within 1 business day! Please note that the lowest credit limit we currently offer is \$10.

17. *What is the APR for this card?*

Variable rate + 9.99%

18. *Can I use the Sable card to receive funds for deposit like a bank account?*

Yes. Your account and routing number are available in the app. Simply log into the Sable app, go to the account overview screen (home screen), and click on bank account (i.e. "checking") and then account details, to view the routing number and your account number.

19. *How long does it take to receive my card after completing the application?*

Your physical card(s) will be shipped to your mailing address within 8-12 business days after you open your account. Once you receive your physical card(s), they can be used immediately after activating them in the app. To provide you faster access to your account, you'll be issued a virtual card as soon as your account is verified and created. The virtual card(s) can be used for online transactions and with digital wallets such as Apple and Google Pay.

20. Is approval 100% guaranteed, and what are the most common reasons for denial?

No, it's not 100% guaranteed, but only a small section of customers need to have a review of their application. Identity verification failures (address on file doesn't match, for example) are the most common reason for not getting approved. Sable will reach out for additional documents in the event of denial for further verification.

21. How long will it take to see a positive impact on my credit score?

A typical user sees some positive impact as they use and pay the card each month.

22. What point increase does the average user typically experience?

Sable is working with the credit bureaus to collect better data at this time, but have seen great results across the board, according to user experiences.

23. Can this be used for business?

No, this is a card for personal use only.

24. If I were to graduate from the program or close my account, how would I get my secured funds back?

Funds would be returned as a credit statement or can be moved into a Sable debit account.

25. Would there be any situations where an account would be suspended?

If suspicious or fraudulent activity, the card may be suspended. In this case, Sable will reach out to verify activity with the customer.

26. Can I have multiple lines of credit with Sable?

No. A Sable customer can have one line of credit with the company at a time.

27. Do you also offer non-secured credit cards?

Yes, when a customer graduates from a secured card, Sable offers a traditional unsecured credit card as well. Customers who want to take advantage of the Sable unsecured Credit Card can switch from secured to unsecured without having to get a new card number. Credit limits for the Sable unsecured Credit card range from \$1,000 to \$7,500.

28. How should I report a lost or stolen card?

Log into the Sable app, go to the Cards section > Manage your cards > then choose to either Block Plastic Card or Block your Virtual Card. You must then follow up by contacting us at help@sablecard.com to report the card lost/stolen. We will verify that your address is still correct, cancel your

lost/stolen card and have a new card sent to you. If you do not contact us, a new card will not be issued.

Note: Your new card will be issued with a new card number, expiration, and security code. So, if you have any recurring payments setup using your card, please contact your merchant/biller(s) to provide the updated card information once you receive your new card. Otherwise, you may experience an interruption in your payments/service.

29. How can I reach Sable customer service?

They can be reached via phone at [\(833\) 583-8383](tel:833-583-8383), or by email at help@sablecard.com. You can also chat on <https://sablecard.com/>

30. I called in and was told there are no Spanish agents available yet. Do you have Spanish customer support?

Spanish customer support is available but is being done by manual transfer at this time. If you have ever called in and chosen option 2 to speak to a Spanish-language representative, that option is currently under construction. It is anticipated to be working at full capacity by March 2022.