

# Frequently Asked Questions

## How does it work?

Payactiv gives you access to the money you worked for but haven't been paid yet. The money that you access is then deducted from your next paycheck, giving you the flexibility to pay for things on your own schedule.

## What do I need to sign up?

All you need is your **name, phone number, employer,** and **employee ID.** That's it! You can find your employee ID on your pay stub or ask your manager.

## What are the benefits of a Payactiv Visa® Card\*?

Earned wages transfer instantly to the card, so you can take it on the go and use it everywhere Visa® debit cards are accepted. No fee to apply or activate, and there's no maintenance fees or minimum balance requirement.

Plus, when you have direct deposit to the card, you can skip the fees and increase your Earned Wage Access limit to \$1000 per pay period.

\*This is a Payactiv Visa® Prepaid Card issued by Central Bank of Kansas City, Member FDIC, pursuant to a license from Visa® U.S.A. Inc.

## Is there a cost for using Payactiv?

**Free Services:** Viewing your accessible balance and using Discounts, Financial Advice, or Saving and Budgeting features are free to use anytime for all users.

**Program Fees:** Payactiv is free to use if you direct deposit<sup>1</sup> your paycheck to the Payactiv card. Without direct deposit to a Payactiv card, there's a program fee of \$1 on the day you use bank transfer, card load, cash access, Bill Pay, Uber, or Amazon. It covers all transactions until midnight Pacific Time that day. This fee is capped at \$5 per pay period<sup>2</sup>, even if you use Payactiv more than 5 days in a pay period.

**Processing Fees:** Additional fees of \$0.99 to \$1.99 per transaction may apply for instant deposit or Walmart cash pick up.

## What happens on payday?

Money you access, program fees, and processing fees incurred will show as deductions on your next paycheck.

Note that if you work in NY, NJ, MA, or PR, program fees will be debited from your account on payday, and processing fees will be charged to the card specified on the transaction summary at the time of the transaction.

## I worked yesterday, why isn't the accessible amount showing?

It's possible that we haven't received your hours from your employer yet. We usually receive that info at the end of each day, but if you continue to see an incorrect accessible amount, please contact us through one of the help resources below.

## How long does it take to get funds?

Transfers to the Payactiv Visa Card are instant 24/7/365 and free with direct deposit. Transfers to bank accounts and other debit/prepaid cards are completed within 48hrs. (Transactions made after 12:50 PM EST M-F are processed the next business day.) Transfers to other debit/prepaid cards can be made instant for an additional fee of \$1.99/transaction.

## What's the catch?

There is no catch! It's just your money in your hands. It's not a loan and has no hidden fees. Ever.

## How do I get started?

Scan the QR code to learn more or visit [get.payactiv.com](https://get.payactiv.com)

24/7/365 Customer Service:

- 1.877.937.6966
- [support@payactiv.com](mailto:support@payactiv.com)
- [www.payactiv.com/help](https://www.payactiv.com/help)



<sup>1</sup> To qualify, there must be a history of at least 1 successful direct deposit of at least \$5.

<sup>2</sup> The \$5 cap applies to those on a 2-week pay period. For those on weekly pay periods, the fee is capped at \$3.