



# Frequently Asked Questions

## How does it work?

Payactiv gives you access to a percentage of the money you worked for but haven't been paid yet.<sup>1</sup> The money that you access is then deducted from your next paycheck, giving you the flexibility to pay for things on your own schedule.

## How long does it take to get Earned Wage Access funds?

Transfers to debit/prepaid cards are made in real time and transfers to a bank account are completed in 1-3 business days. Transactions made after 12:50 PM EST M-F are processed the next business day. *(Please see fee table for details)*

## 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.

## What happens on payday?

Money you access plus any fees incurred will show as deductions on your next paycheck.

Note that if you work in NY, NJ, MA, or PR, any fees incurred will be charged to the card specified on the transaction summary at the time of the transaction.

## Can I use Payactiv with my existing cards?

Yes, Payactiv is compatible with most debit, prepaid, and payroll cards.

## Is there a cost for using Payactiv?

Transferring your earned wages to a debit card or picking up cash at a Walmart Money Center is available for a small fee. Transfers to your bank account is free. *(Please see fee table below for details)*

All other features in the app are free to use.

| Disbursement Type †                           | Speed             | Total Fees |
|-----------------------------------------------|-------------------|------------|
| Debit or payroll cards or Walmart cash pickup | Real-time         | \$3.49     |
| Bank transfers                                | 1-3 business days | \$0        |

† Disbursement options may vary depending on location.

## 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's the catch?

There is no catch! Payactiv isn't a loan. That means there's no credit check and you'll never pay interest on the earned wages that you accessed. Ever.

<sup>1</sup> Earned Wage Access requires employer participation. Employees can only access a portion of the wages they have earned to date.