



FleXible Payday Benefit

Frequently Asked Questions

What is Payactiv *Flexible* Payday Benefit?

This is a company sponsored benefit offered to all Hourly Team Members. Payactiv is an approved vendor contracted by the company to offer team members access their earned but unpaid wages between paychecks. The money that you access is then deducted from your next paycheck, giving you the flexibility to pay for things on your own schedule. You request wages to transfer to your bank account, a Payactiv Debit Visa Card w/ Direct Deposit which comes with additional benefits. You may also utilize other options like cash pickup at Walmart or use the funds for an Uber purchase. Payactiv also offers other financial wellness benefits and education through their app.

Is this a Cash Advance with interest?

NO. This is a benefit offered by the company to allow our team members to up to 50% of their already earned wages- before a scheduled payday. There are options that have NO COST and other options are a pre-negotiated transaction fee that is 90% lower than any retail cash advance program or bank lender. It's significantly less than overdraft fees and late fees for not paying bills.

Who is eligible for the program?

All hourly full-time, part-time and PRN team members are eligible to enroll in the Payactiv benefit. There is no waiting period upon hire and wages will be available for access once earned.

Is there a cost to enroll or maintain an account?

There is no cost to enroll in the program and no reoccurring fees. Fees are only charged if you choose to use a service that charges a fee.

How much does a transaction cost?

Disbursement Type	Speed	Total Fees
Payactiv Debit Visa Card with Direct Deposit of \$200 or more per pay period	Real-time	\$0
Bank transfers	Next Business Day	\$0
Payactiv Debit Visa Card without Direct Deposit	Real-time	\$1.99
Other debit or payroll cards or Walmart Cash Pickup	Real-time	\$2.99

What is the fastest, least expensive way to access my earned wages?

Enroll today for your tomorrow!

1. **Sign up for the Payactiv Debit Visa Card w/ Direct Deposit** - enjoy real-time access to your earned wages for FREE! This is a debit card and does not require a credit check.
2. **Establish a bank transfer to the bank of your choice**- generally you get your pay by the next

business day. There is not cost for this.

How much of their earned wages can a team member access?

A team member can access 50% of their earned wages, up to a maximum of \$1,000 per pay period.

How do I sign up?

Download the Payactiv app or visit the website. Select “create an account”. You will be prompted to enter your company name (Five Star Senior Living). You should also have available your mobile phone number, name and employee ID (**NOTE: your ID will be the last 4 digits of your social security number plus your employee ID**). A Payactiv representative will call you and finish up your registration.

Who do I ask for help?

Customer service is available 24x7 for team members at: 877-937-6966.

I handle payroll for my community. Do I need to do anything differently?

No, any wages that are accessed by a team member will be automatically deducted from their following paycheck. There are no additional payroll steps for you.

Are there information sheets for new hire orientation packets and for communicating this new benefit in my community?

Yes, please visit the [AlerisLife benefits portal](#) for flyers in English, Spanish and Creole.

How long does it take to receive requested funds?

Transfers to a Payactiv Visa debit card are made in real-time 24/7/365. Transfers to bank accounts and other debit or prepaid cards are usually next business day. There are other options at a fee that are real time listed above to your own debit card.

I worked today. Why isn't the accessible amount showing?

Earnings for hours worked will be available with Payactiv the following day.

What company name should be entered when creating an account?

Five Star Senior Living

How will the deduction show up on my paycheck?

The amount of earned wages that are accessed will be deducted from the team member's payroll under the code *PCV - PayActiv*.

How does Payactiv know how much a team member has earned, especially if they work variable hours?

There is a daily data feed in place from our timekeeping system, Kronos, to Payactiv. Payactiv will receive team members' actual worked hours at the end of each day, provided they clock in and out.

Is there any interest charged by Payactiv?

No, Payactiv does not charge interest, just the fees listed above, if applicable. There are free service options as

well.

Does Payactiv affect my credit score?

No, using Payactiv has no effect on your credit score. Paying bills and avoiding bills or bank overdraft have positive impacts on credit score.

What happens if my employment ends?

Your Payactiv account will be deactivated if you leave AlerisLife. If your future employer offers Payactiv, you may create a new account.