

For employers with fewer than 400 employees

# DailyPay Frequently Asked Questions

Below are our most commonly asked questions from employers all across the country. Further on in this file are payroll-specific questions; please review at your convenience.

## General FAQ

### What is DailyPay?

DailyPay is an employer benefit that allows employees to track, spend, or save their pay as they earn them instead of waiting for payday. Employers can start offering DailyPay in just a few steps through our self-serve, sign-up process.



### How does DailyPay work?

When an employee requests a transfer, funds are transferred to the employee's bank account, pay card or debit card for a flat, ATM-like fee. DailyPay funds transfers from its own balance sheet and is then paid back through the company's normal payroll process. DailyPay does NOT use a debiting model.

### How does DailyPay help your company?

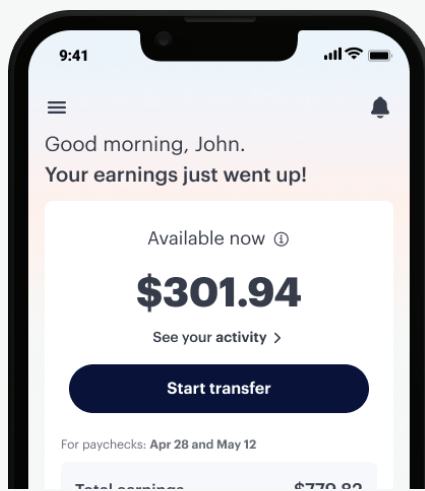
DailyPay empowers employees with greater financial control, allowing them to be more productive and less distracted at work. Leading companies have leveraged this power to attract more applicants, retain employees longer, and become an employer of choice in their industry.

### What does it take to get started?

If you use RUN Powered by ADP® (RUN) or ADP Workforce Now® as your payroll provider, DailyPay is already integrated with your system. Employers that do not use RUN or ADP Workforce Now® who start the onboarding process will be notified when DailyPay has integrated with their system. Visit our [website](#) to sign up for DailyPay in as little as 15 minutes.

### What solutions are available through DailyPay?

#### Solutions for Employees



#### Track

Earnings visibility for employees, including a view of all shifts worked.

#### Transfer

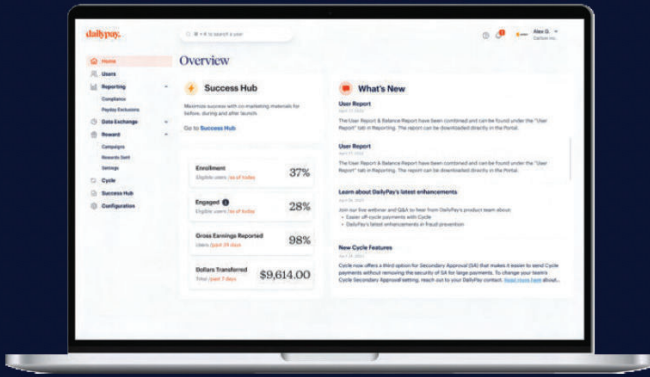
Access up to 100% of net pay before payday - no blackout periods.

#### Save

Save money automatically or by setting it aside one time.

**daily**pay.

## Solutions for Employers



### DailyPay Admin Tool

Allows for full self-service management of your program and easy access to users' information, the Success Hub and Help articles.

Here you can set paydays, terminate users, educate employees, access marketing materials, view and report on metrics, view user details, validate employee payments, edit information, generate enrollment links, update employment status, get in-depth explanations on payment and balance calculations, and more.

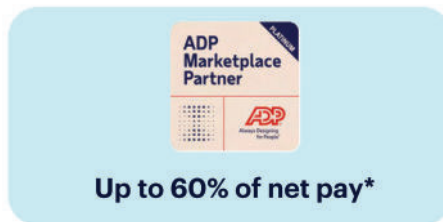
### Tips

Empower employees with tracking and access to their tips as they earn them.

## How much does it cost?

For your employees, we keep the pricing simple: \$3.49 for instant access to their earned pay before payday, and \$0 for a 1-3 business day transfer. That's it.

## How much of my employees earned pay will be available to them before payday?



## What are the key differences between DailyPay and other on-demand pay providers?

DailyPay is the only ODP provider that allows an employee to harness the full potential of ODP, without any complex & conditional terms.

**Simple ODP transfer pricing:** Instant: \$3.49, 1-3 Business Days: \$0

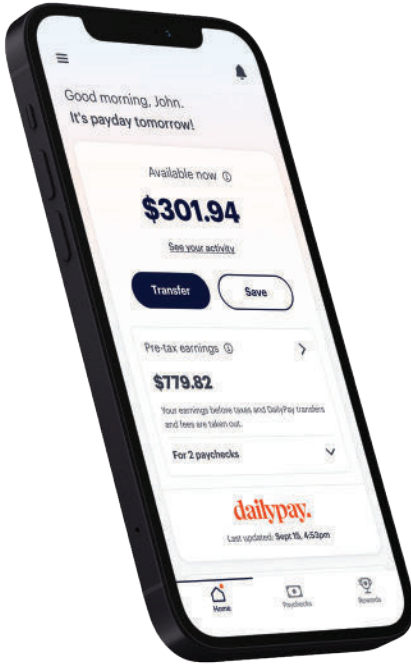
**Flexibility to send funds directly to any account:** No requirement to send funds to vendor card before disbursing to a bank account

**Continuous 24/7 access to all unpaid earned pay:** No black out periods for any user

**Paystub continuity:** No change to payroll amount & timing

**Adaptable to all individuals, including those with garnishments:** Utilizes personal pay profile & proprietary algorithm to calculate available balance

\*For RUN clients, DailyPay offers earned wage access based only on payroll data and not timekeeping data. As a result, the available balance is lower.



## Does DailyPay have an app?

Yes, your employees may download our app through the Apple App Store or Google Play.

## Is customer service available?

Your employees can contact customer support in both English and Spanish via text, email or phone 24/7/365.

## Is there a specific industry that DailyPay focuses on?

DailyPay works across all industry segments but has been especially popular among companies that have a large population of hourly employees, including hospitals and health care, restaurants/QSR, hospitality, supermarkets/grocery stores, manufacturing, entertainment, transportation/logistics, call centers and many other services.

## How do I learn more about offering DailyPay?

Visit our website to [sign up](#) for DailyPay in as little as 15 minutes

### Payroll FAQ



**How will our payroll process change?**

#### **NO CHANGE**

DailyPay is designed to ensure no impact on your current payroll processes or timing.



**Will our workload increase?**

#### **NO ADDITIONAL WORK**

DailyPay doesn't require time-consuming reconciliation of deductions which eliminates any additional work. [Check out a brief customer testimonial to learn more.](#)



**Will we get overwhelmed with calls?**

#### **7x24x365 CALL CENTER SUPPORT**

Employees can get their questions answered by DailyPay experts 7 x 24 x 365 (phone, email, and chat) minimizing calls to the payroll team. Additionally, DailyPay experts are standing by M-F to answer any questions the payroll team may have.



**How long and complex is implementation?**

#### **START IN MINUTES**

Our seamless integration with your payroll system means you can start offering earned wage access just minutes after you sign on as a client; no implementation needed.



**Will employees abuse this?**

### RESPONSIBLE USAGE

78% of DailyPay users surveyed by Mercator Advisory Group in a DailyPay-commissioned study say food and groceries were the top areas in which they used on-demand pay support the most.<sup>1</sup> 77% of users say DailyPay helps them save money by avoiding other more expensive alternatives.<sup>2</sup>



**Will employees use this?**

### HIGH ENROLLMENT

A Harris poll commissioned by DailyPay found 72% of employed Gen Zers say having access to their pay every day, instead of waiting for payday, would help them pay bills on time.<sup>3</sup> Additionally, DailyPay customers have an industry-leading average adoption of 32%.<sup>4</sup>



**What about compliance?**

### COMPLIANCE ARCHITECTED

DailyPay's experienced legal and compliance teams proactively work with legislators to ensure DailyPay meets regulatory and compliance requirements. There are no wage deductions or debiting of users' bank accounts with DailyPay.

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<sup>1</sup> Customer Perceived Savings Report, Mercator Advisory Group commissioned by DailyPay, August 2022

<sup>2</sup> Customer Perceived Savings Report, Mercator Advisory Group commissioned by DailyPay, August 2022

<sup>3</sup> Harris Poll survey of Gen Z commissioned by DailyPay, November 2022

<sup>4</sup> Internal Database, July 2023