



## **Pay Card Q & A**

Beginning September 11 the District will be providing a pay card that will replace the paycheck. There are many advantages to having the pay card over a check. Below is a Q & A to help you better understand the new pay method.

**Q: How do pay cards work?**

A: A pay card acts like a debit card. It can be used for purchases, getting cash from an ATM, purchasing money orders, on-line bill payments and gas. You will have a unique pin number for verification purposes. Every pay period your net pay will be posted on the pay card.

**Q: What are the fees with the pay cards?**

A: Unlike a check, the bank card has no fees for most everything; no minimum balance, no overdraft fees, no monthly service charges, and no ATM fees at over 200,000 + locations nationwide. However, there are fees associated with the following:

- Out of Network ATM's have a fee of \$2.99. This fee can be avoided by using one of the other (4) free cash access options. (Cash back with a purchase, free money order at any USPS, transferring funds to a personal bank account, using checks provided at no cost, using the Walmart Convenience check offered at no charge).
- Point Of Sale Decline (Domestic) \$0.50
- Point Of Sale Decline (International) \$0.50
- Domestic ATM Balance Inquiry – Out of Network ATM \$0.99
- International ATM Balance Inquiry – Out of Network ATM \$0.99
- Domestic ATM Withdrawal Decline (Allpoint, MoneyPass) \$0.75
- Domestic & International ATM Withdrawal Decline (Out of Network) \$0.75
- Dormancy fee - There is a \$4.95 charge per month if a card has no balance changing transactions for 6 consecutive months. This fee can however, be avoided by simply moving the funds to an interest bearing savings account option that is offered. In that instance there is no monthly fee and the funds will accrue interest.

**Q: What happens if my pay card is lost or stolen?**

A: Unlike cash, a card can be replaced if lost or stolen. The cards are both FDIC insured and protected by the company's zero liability policy. Employees simply need to call to report the missing card and they will be made whole, typically within 24 hours.

**Q: Can I still elect to have a check?**

A: No. The only two options for employees are direct deposit and pay cards.

**Q: Can I receive cash back when I make a purchase?**

A: Absolutely. All you need is your pin number.



## **Pay Card Q & A**

**Q: Can I get a card for my spouse?**

A: Yes.

**Q: Is there an app that can help me with using my pay card?**

A: Yes. The app will allow you to view your current balance, view recent transactions, transfer funds, locate an ATM and manage text alerts.

**Q: Can I withdraw the full balance every pay day?**

A: Yes, you can withdraw cash to zero the account balance any time.

**Q: Can employees change the PIN number themselves?**

A: Yes, [www.rapidfs.com](http://www.rapidfs.com) or by phone.

**Q: Aside from the app, can I look up my balance online?**

A: Yes, [www.rapidfs.com](http://www.rapidfs.com). This web site also offers free text or email alerts for balance information and two-way texting.

**Q: What happens if an employee tries to make a purchase with an amount that is greater than the current balance?**

A: It will be declined. Many merchants systems allow partial payments. If so, it will take what is available and then prompt the cardholder to use a second payment method for the rest.

**Q: Does the card, or the amount on the card, have an expiration?**

A: The cards expire in 3 years. A new card will automatically be sent out before expiration so that there is no interruption in usage.

**Q: When or how often will cards typically be replaced?**

A: When lost or expired. The company will replace the card for free in either instance.

**Q: What will I receive to let me know that money (and how much) has been added to my balance?**

A: You will continue to receive an email version of your pay stub just like you do currently. You can also set up alerts that will send you a text or email each time money is loaded. Otherwise you can simply check using the company website, mobile app or by calling customer service for free (1-888-727-4314).

**Q: Where will I find other information about my pay such as the amount of withholdings and leave balances?**

A: That information is on the payroll statement that comes from payroll through email.