



READY FUND\$®

EMPLOYER FREQUENTLY ASKED QUESTIONS

How does direct deposit to the employee ReadyFUND\$ card work?

The process is identical to traditional direct deposit except funds are deposited to the ReadyFUND\$ card account, not a personal bank account.

What is the routing information used for Direct Deposit to the ReadyFUND\$ card?

Bank Name: The Bancorp Bank

Routing # ABA: 031101169

Account Number: 13-digit card ID number on the back of the card

Account Type: Checking

What if I don't currently offer direct deposit?

No problem, use eZpay® through the ReadyFUND\$ Client Portal to load payroll to employees' cards online quickly and securely. Simply request an eZpay account be set up on the ReadyFUND\$ Client Portal. The employer pre-funds the account by depositing money into their client account at the ReadyFUND\$ card issuing bank. The employer is then able to load payroll to their individual cardholders through the ReadyFUND\$ portal drawing from those funds on deposit. Employers can also use eZpay for termination and exception pay funding to any of their approved ReadyFUND\$ cardholders.

How do I promote the ReadyFUND\$ program to my employees?

ReadyFUND\$ offers many tools for employers to help promote a successful program. Pre-launch efforts like placing posters in break rooms and using payroll envelope stuffers will help create a successful program.

Can employees choose not to participate?

Laws in some states require that existing employees have the option to continue to receive their pay via paper paycheck. However, it is in your company's best interest to promote the ReadyFUND\$ Premier Access® prepaid debit card for payroll to eliminate your company's need to issue paper checks for those employees who do not have a checking account. Remember, all employees, even those with a checking account can benefit from the ReadyFUND\$ debit card!

How do employees sign up for the ReadyFUND\$ card?

Employees will complete the ReadyFUND\$ Direct Deposit Form or your company's direct deposit form. Information from the direct deposit form is entered through the ReadyFUND\$ Client Portal. Once this information has been validated, the ReadyFUND\$ card will be created and mailed to the employee in 7-10 days.

I currently utilize a payroll processor. How will the ReadyFUND\$ card affect this process?

All payroll processors provide direct deposit service to their customers. Our process works just like direct deposit and won't impact your payroll processor. The employee is paid directly on the ReadyFUND\$ card.

FOR MORE INFORMATION, CONTACT US TODAY:
TOLL FREE: 1.866.711.8358 • WEB: WWW.READYFUNDS.NET

ReadyFUND\$® Premier Access® Prepaid MasterCard® Card is issued by Montgomery Bank, N.A. Member FDIC pursuant to license by MasterCard International Incorporated. MasterCard is a registered trademark of MasterCard International Incorporated. Montgomery Bank, N.A. is the issuer of, and its service providers administer, your Payroll Card Account. For a complete list of ReadyFUND\$ terms, conditions, fees and eligibility requirements, see the ReadyFUND\$ Cardholder Agreement. ReadyFUND\$ Premier Access Card program and eZsuite® is licensed through Performance Benefits, Inc. and its affiliates and service providers are responsible for the operation and administration of all other products and services offered in the eZsuite of financial services. Fees and eligibility requirements apply. *Daily ATM limits may vary, store POS cash back limits may vary and other third party charges may apply. **eZaccess® loans are provided by eZaccess, a licensed lender. Fees and underwriting eligibility requirements apply. ***Contact your cell phone provider for details on your plan's text messaging rates. Standard carrier fees may apply.

What is the time frame for company set-up and card enrollment for the first payroll processing?

Having your company set up to begin enrolling employees will happen within just a few days. If your payroll system/provider requires a “pre-note” process, it may take two pay periods for payroll funds to be deposited on the card. The ReadyFUND\$ card DOES NOT require a “pre note” process which means you can pay your employee within 7–10 days of enrollment.

pre-note = Some ACH originators require a test transaction be sent to confirm a valid account before sending the first “real” transaction although it is becoming less common.

What if an employee’s card is lost or stolen?

Cardholders call customer service toll free 7 days a week 24 hours a day to order a new card. The cardholder has the ability to transfer funds from the old account to the new very quickly and easily, or they can report the loss to ReadyFUND\$ and have the funds transferred by the Customer Service Department. Either way, it is important that the cardholder reacts quickly when he/she discovers the loss—in all cases, the cardholder can contact ReadyFUND\$ immediately to have funds frozen, preventing further loss. And...employers don’t have to make any changes in the payroll system as direct deposits will automatically be redirected to the replacement card.

What if an error is made in payroll calculation and an overpayment or underpayment of payroll occurs?

This type of error is corrected by your Payroll Department by initiating two transactions: one to reverse the incorrect amount and one to deposit the correct payroll amount, just as you would with any direct deposit payment.

What if an employee reports that an unauthorized charge has occurred on his/her ReadyFUND\$ card?

Have the employee contact Customer Service immediately utilizing the number printed on the back of his card. Make sure the employee refers to his/her cardholder agreement disclosure under “Error Resolution Procedures” and follows the requested procedures to expedite the correction to be made.

How can an employee access their payroll at no charge?

The employees first transaction from the following choices each pay period is at no charge*:

- ▶ POS transaction with or without cash back
- ▶ Allpoint® ATM at any of more than 37,000 surcharge free locations
- ▶ A bank teller cash withdrawal from any MasterCard® participating bank.
- ▶ A United States postal money order
- ▶ A card to bank account transfer

Also you can make POS purchases anywhere MasterCard debit cards are accepted at no charge anytime.

Do employees receive a statement each month for the transactions on their account?

Account information is provided electronically online and can be printed. It can be accessed by going to www.readyfunds.net and clicking on the Account Access button. Or, they can call the toll free number printed on the back of the card, and follow the prompts for balance inquiry and transaction history related to their ReadyFUND\$ account.

Can employees have other funds deposited to their ReadyFUND\$ card?

With a ReadyFUND\$ card, employees can set up additional direct deposits to their card account. in addition to their payroll. Simply follow the instructions below to enroll other sources of income for direct deposit.

1. Ask for a direct deposit form or print one at www.readyfunds.net.
2. Use the following information as you complete the direct deposit authorization:

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Can per diem expenses or expense reimbursements be funded to an employee’s ReadyFUND\$ card account?

Yes, any money that belongs to the employee may be added to their ReadyFUND\$ card. To set up per diem funding, please contact your ReadyFUND\$ representative.

What happens if the employee leaves the company?

You can deposit their final pay onto their ReadyFUND\$ card and the employee takes the card with them as it is their account. This eliminates all employer escheatment requirements just like with direct deposit.

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