

# Payroll Card Program Summary & FAQs

## Payroll Card Program Summary Process:

- Employee provides their employer (KVCC) with all of the necessary information to order the card and signs the application.
- After receiving their card and personal identification number (PIN), the employee activates the card by calling Chemical Bank at 866-353-1270.
- Chemical Bank provides a portion of the card number to employer for funding (but not PIN).
- Funds will be available on the morning of the payroll date.

## Usage:

- The employee has the option to withdraw funds at either an ATM or as a cash advance, and/or use it as a credit/debit card for purchases.
- One free ATM withdrawal is given per payroll deposit at any Chemical Bank ATM up to a maximum of \$1,000 with no fee; however, the amount accessible will depend on the card balance as well as the ATM daily withdrawal limit. Declined ATM transactions are 50¢ each. Cards may be used at any ATM, however, a fee could be charged by owner of the ATM if not Chemical Bank.
- One free cash advance withdrawal up to \$2,500 is given per payroll deposit at any bank to allow access to funds with no fee.
- Purchases made at retailers that accept Visa using cardholder's signature are free, with a daily limit purchase of \$2,500. [a 'credit' transaction]
- Purchases made with a PIN and not the cardholder's signature are 25¢ each, with a daily purchase limit of \$500. [a 'debit' transaction]
- The maximum balance a card can have is \$10,000.
- Not compatible with 'pay at the pump' gasoline purchases, but can pay inside.
- Employees have multiple options to track activity:
  - Online access (no charge)
  - ATM Balance inquiries (no charge)
  - Automated phone balance inquiry (no charge)
  - Automated or Personal phone changes/additional information requests (charges will be incurred)

*Please see reverse for additional fee information*

## Frequently Asked Questions:

### **Q. Is this a credit card?**

A. No, your card is not a credit card, it's a payroll card. You can only spend what you have earned, since you are using your own money from your wages.

### **Q. Is my card like a debit card?**

A. Yes and no. Like a debit card, you can spend only the funds available. However, unlike a debit card, you do not have a bank account associated with the card.

### **Q. Do I get a new card each pay period?**

A. No, you keep the same card and your employer automatically adds your pay to the card every payday.

### **Q. Can I use my card to buy a money order?**

A. Yes. Businesses that provide these types of services generally accept VISA® cards.

**Q. What do I do if I have a question or problem?**

A. Call the number on the back of your card, 866-353-1270, 24 hours a day, seven days a week. Follow the instructions and you will speak with a customer service representative. You can also go to <https://www.consumercardaccess.com/chembankpayroll> to view your statement.

**Q. Can I use my card to make a purchase that is larger than the balance on my card?**

A. No, you cannot access more than the balance available on your card.

**Q. How can I check the available balance on my card? How can I track my spending?**

A. You can check your available balance by doing a balance inquiry at an ATM. You can also track your balance and spending by calling the number on the back of your card, or by logging into this website and going to the Account Balance page: <https://www.consumercardaccess.com/chembankpayroll>.

**Q. Can a card ever have a negative balance?**

A. Usually a purchase cannot be made for more than the amount available. Occasionally, a merchant may have a processing issue which can delay the posting of the transaction which might result in a negative balance. By keeping track of the amounts spent you can avoid a negative balance.

**Q. How do I access funds or account information using an ATM?**

A. Insert your card in the machine and follow the instructions for entering your Personal Identification Number (PIN). Once your PIN has been entered successfully, you can choose to withdraw funds or perform a balance inquiry. If you choose to withdraw cash, enter the amount you wish to withdraw (usually in \$20 bills). The ATM will present the amount of cash you requested along with a printed receipt and return your card. You will be given one free withdrawal each pay period and a \$1.50 fee will be applied thereafter.

**Q. May I let someone else use my card?**

A. No. Keep your card and PIN under your control at all times. Do not tell anyone your PIN and do not write or keep your PIN on or near your card.

**Q. Can I add money to my card other than the money from my pay?**

A. No. Only money from your employer may be added to your card.

**Q. What if I lose my card?**

A. If you lose your card, contact Chemical Bank 866-353-1270.

<b>Chemical Bank Fee Information</b>	
<b>ATM Transaction:</b>	1 Free with each payroll deposited, \$1.50 thereafter
<b>Cash Advance Fee:</b>	1 Free with each payroll deposited, \$5.00 thereafter
<b>Internet Statement:</b>	Free
<b>Signature Based Purchase:</b>	Free
<b>ATM Balance Inquiry:</b>	Free
<b>Telephone Balance Inquiry:</b>	Free
<b>Paper Statement:</b>	\$2.00
<b>PIN Based Purchase per transaction:</b>	\$0.25
<b>Declined ATM Authorization:</b>	\$0.50
<b>Replacement Lost/Stolen Card Fee:</b>	\$15.00
<b>Expedited Card Delivery:</b>	\$20.00
<b>Pin Changes:</b>	\$0.50
<b>Telephone Transaction History:</b>	\$0.50
<b>Overdraft fee:</b>	Varies
<b>International Currency conversion Fee</b>	2%