

PayActiv

Team Member FAQ

1. What is PayActiv?

PayActiv is a financial wellness app that gives you instance and timely access to earned but unpaid wages. FMOLHS will begin offering PayActiv to all full time and part time team members as of February 1, 2021. PayActiv allows team members to access 40%, up to a maximum of \$250 per pay period, of their earned wages.

For example, on 1/7/21, Sally requests \$150 of her earned but unpaid wages from the pay period beginning 1/3/2021; She will owe PayActiv \$150 advance + \$1 access fee = \$151 for the pay period that began on 1/3/2021 and ends on 1/16/21. When Sally receives her next paycheck on 1/22/21 there will be a total of \$151 deducted from that paycheck in order to repay the accessed funds that she requested in order to repay the accessed funds.

2. How do I pay back the money that I took out early?

The earned wages that are accessed early are deducted from your next paycheck on payday. Repayment will occur in the same pay period that earned wages are advanced. If there are not enough earned wages to repay the advanced funds after three pay cycles, your PayActiv account will be suspended until repayment is complete.

3. How do I request access to my earned but not yet paid wages?

Request an advancement on your earned wages through your account on the PayActiv app. You must first download the app from the Apple Store or Google Play and then create an account. When creating an account, enter the following when prompted:

- Employer: **Franciscan Missionaries of Our Lady Health System**
- Employee ID for all FMOLHS ministries except St Dominic: **Current Employee ID (ie. 00001)**
- Employee ID for St Dominic: **SD plus current employee ID (ie. SD00001)**

You will be prompted to connect your account to your bank, a card, etc. This allows your wages to be deposited into your preferred method of payment for your use. It will take 1 – 2 business days to verify your bank account depending on where you bank.

4. If I access my earned wages through PayActiv, is it considered a loan?

No, PayActiv is not a loan and there is no interest charged. You are accessing wages you have already earned but have not been paid out yet.

5. Is there any interest charged by PayActiv?

No, PayActiv is not a credit solution and there is never any interest charged to team members.

6. Does PayActiv affect my credit score?

No, using PayActiv has NO effect on your credit score.

7. Is this available to all team members?

PayActiv is available to all full-time and part-time FMOLHS team members (0.50 – 1.0 FTE).



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8. What wages can I access?

You can access regular hours already worked including regular pay codes such as REG, ORT, TRN and WKS. Earned wages from premium pay codes such as differentials, overtime and charge nurse pay are not included. Earned wages reset to \$0 at the beginning of each pay period.

9. How much of my earned wages can I take out per pay period?

Team members are allowed to advance a minimum of \$60 per pay period and a maximum of \$250 per pay period. It will take up to two business days for approved funds to deposit into your preferred method of payment.

10. Is there a fee that team members have to pay when using PayActiv?

PayActiv deducts a \$1 fee for each access of funds with a maximum \$5 fee per bi-weekly pay period. For example, if you request \$60 during one pay period, \$61 would be deducted from your next paycheck. However, if you requested \$60 three times in one pay period, \$183 would be deducted from your next paycheck. Team members will only have to pay for PayActiv if they request an advancement on their earned wages during that pay period. Using the PayActiv app or any of their additional resources is completely free for team members and will not result in a \$1 access fee.

11. How will the deduction show up on my paycheck?

For each paycheck where a deduction occurs during that pay period, the deduction will be shown as "PayActiv" with the amount deducted from that paycheck.

12. How do I download the PayActiv app?

Download the PayActiv app through the App Store or through Google Play. It's free to download and install. Once the app loads on your mobile device, [watch this 60-second instructional video to enroll.](#)

13. Who do I contact if I have technical issues with the PayActiv app?

Team members should contact PayActiv directly for any technical issues. They are available 24/7.

- www.payactiv.com/employees
- support@payactiv.com
- 1 (877) 937-6966



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