

State of Washington Payroll Card Program

CashPay Visa Payroll Card Questions and Answers – for Employees:

State of Washington employees may opt to utilize two convenient direct deposit options, (1) traditional direct deposit to a checking or savings bank account or (2) the Bank of America CashPay Visa Payroll Card. With the CashPay Visa Payroll Card, your net pay is deposited onto a prepaid Visa card. It's perfect for employees without a bank account.

With the CashPay Visa Payroll Card, your net pay is loaded onto the card each payday and available for use by 9:00 the morning of payday. You can use the card to make purchases at millions of locations worldwide that accept Visa debit cards. The CashPay Visa Payroll Card can also be used at over one million Visa Plus ATMs worldwide to make cash withdrawals.

The State of Washington is offering these cards as an option in order to pay employees more securely and efficiently. By paying employees electronically (via Automated Clearing House payment) to the card, the state will save money on staff time needed for processing lost, stolen, or forged state treasury warrants. Users of the card enjoy many benefits.

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21. *Does the employee have to have an existing relationship with Bank of America or any other bank?*
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1. *What is the CashPay Visa Payroll Card?*

The CashPay Visa Payroll Card is a prepaid debit card. Net pay is deposited directly onto the card each pay period. No credit check is needed. Every employee qualifies.

2. *Do employees who are currently paid with a warrant have to switch to using the CashPay Visa Payroll Card?*

No. *The decision to use the CashPay Visa Payroll Card is voluntary on the employee's part.*

3. *Is the CashPay Visa card a credit card?*

No. Unlike a credit card, no credit line will be available with the CashPay Visa Payroll Card. Cardholders can only spend the funds that the State deposits onto the card.

4. *How is the card used?*

The CashPay Visa Payroll Card works like a debit card. It is accepted at millions of locations worldwide that accept Visa cards and can be used at over one million Visa Plus ATMs to make cash withdrawals. Cardholders can receive cash back with their purchases at many Interlink merchants such as supermarkets. Emergency cash transfers are available worldwide. However, non-Bank of America ATM fees may apply. Employees are using their own money, so there is no risk of debt.

5. Does it cost employees anything to have the CashPay Visa Payroll Card?

There is no annual fee for the CashPay Visa Payroll Card. Cardholders will be able to make one cash withdrawal per week, without a fee, from any Bank of America ATM or from a teller at any financial institution that accepts Visa. Making a purchase with the CashPay Visa Payroll Card is always free if shopping at a Visa merchant or using a PIN. There are some situations in which a cardholder may experience fees. The most common fees are for making a withdrawal from a non-Bank of America ATM or for overdrawing the account. It is important to know that is very easy to avoid the fees and use the card for free.

Individuals may also view potential payroll card fees at <http://www.ofm.wa.gov/resources/payroll.asp>. In many cases, employees can avoid all fees by the way they access their funds or make purchases. This fee schedule expires with the CashPay Visa contract in June 2014.

6. How much does it cost to replace a lost card?

It will cost \$5.00 to replace your card. Please see the current fee schedule at <http://www.ofm.wa.gov/resources/payroll.asp>.

7. How can I access my funds without a card?

You cannot access the funds account if you have not received a card, or if your card has been lost. You may access your account online, once your account has been activated, by visiting the CashPay website at <http://www.bankofamerica.com/cashpay>.

8. How is the CashPay Visa account set up?

Employees will complete an Authorization for Automated Clearing House (ACH) Direct Deposit of Wages form specifying the CashPay Visa as their method to receive net pay. Your Payroll office will set up the account. Once the account is set up, Bank of America issues a card in the employee's name and mails it to the employee. Employees must activate the card by phone by calling 1-866-213-4074 or by visiting <http://www.bankofamerica.com/cashpay>. Then the employee must contact the payroll office to initiate the electronic deposit of payroll funds. The next payday, the designated funds are sent directly to the card.

9. Once the CashPay Visa Payroll Card account is established, how long will it be before the card arrives in the mail?

Within 7-10 business days.

10. What does the employee do after receiving the card?

After the cardholder receives the card, the cardholder must activate the card by calling 1-866-213-4074 or visiting <http://www.bankofamerica.com/cashpay>. As part of the activation process, the cardholder must select a 4-digit Personal Identification Number (PIN). The State can deposit funds to the card immediately, but the cardholder cannot use the card until it is activated and has a PIN. In the event the cardholder forgets the PIN or does not pick a PIN at the time of card activation, the cardholder must call customer service and request that a PIN letter to be mailed.

Once the card has been activated, the cardholder must contact the agency payroll office to initiate electronic deposit of payroll funds.

11. When the card is sent in the mail, what does the envelope look like?

For security reasons, the cards are mailed in a plain white windowed envelope with a CITY, STATE return address.

12. What information or instructions come with the card?

The card comes with the following:

- A user guide, which includes:
 - Step-by-step instructions
 - Customer service information
 - Tips on special transactions
 - Other information
- ATM safety tips
- Deposit agreement, including Bank of America's standard schedule of fees and privacy policy

13. Do I need a PIN to use the card?

No PIN is needed to make signature-based purchases. However, you must use a PIN for cash withdrawals at ATMs or when requesting cash back with a purchase. You choose your own PIN when you receive your card. For security reasons, it is important that you pick a PIN that only you would know. Do not share your PIN or the card with anyone. You should never write your PIN on your card.

14. How does the State of Washington deposit money onto the card?

Anytime a payroll payment is due to the employee, the State will use the ACH to deposit net pay electronically to the card. This is the same process used for depositing net pay directly into a checking or savings account. This process sends the money safely and dependably.

15. When is my net pay available?

Employees will have access to their money by 9:00 the morning of payday.

16. Are emergency cash transfers available?

Yes. Emergency cash transfers are available worldwide. However, non-Bank of America ATM fees may apply.

17. Is a cardholder able to add funds to the card in addition to what the State deposits?

A cardholder may only add funds to the account through an ACH transfer such as a payroll deposit. The cardholder may not deposit funds at a branch or at an ATM.

18. Does each card use a separate account number?

Yes, accounts are individually owned FDIC insured deposit accounts.

19. Does the employee receive a new card every time a payment is due to him/her?

No. All future payments will be automatically deposited onto the initial card received. If the card is ever lost or stolen and reported as such, a new one will be sent to the cardholder. The remaining available balance from the old card is transferred to the new card. Subsequent payments will automatically go to the new card.

20. When getting cash, does the cardholder have to go to a Bank of America ATM or Bank of America Branch?

No. A cardholder may obtain cash from any of the million Visa Plus-branded ATMs throughout the world, or over the counter at any bank or credit union that accepts Visa. The cardholder can also get cash back on purchases made at 1.4 million Interlink merchants throughout the United States such as grocery and discount stores. Note: To identify an Interlink merchant, look for the Interlink logo (on the back of the card) displayed on the merchant's door or checkout counter.

21. Does the employee have to have an existing relationship with Bank of America or any other bank?

No.

22. Who can the cardholder contact if they have questions about the card?

For questions about your pay, such as when you will receive the next deposit to the card, or the amount of the deposit to your card, contact your state agency payroll office. For all other questions about the CashPay Visa Payroll card, customer service is available 24/7/365 toll-free at 1-866-213-4074.

23. What services does Bank of America's 24-hour customer service center provide?

You can perform the following services through customer service by calling 1-866-213-4074:

- Activate the card
- Choose/Change PIN
- Check account balance
- Check date/amount of last deposit
- Check recent transactions
- Opt to speak to a customer service representative if additional assistance is needed, such as:
 - Card activation
 - Change name/address (Note: Contact your HR representative to change your name/address for payroll purposes)
 - Ask statement questions
 - Request duplicate statements
 - Investigate transactions
 - Process lost/stolen/damage card reports
 - Request an emergency cash transfer
 - Close accounts and/or arrange portability

You may also utilize the website at <http://www.bankofamerica.com/cashpay> for inquiries. Local Bank of America branch representatives are not able to assist with customer service issues.

24. How do cardholders check the available balance?

Cardholders can obtain their balance in three ways: view your account online at <http://www.bankofamerica.com/cashpay>, do a balance inquiry at the ATM, or call the toll-free customer service number on the back of the card (1-866-213-4074).

25. What happens if the card is lost or stolen?

Cardholders must call the toll-free customer service number (1-866-213-4074) to report a lost or stolen card. A new card will be issued and any remaining balance will be transferred to the new card. The cardholder is protected against fraudulent activity under Federal Regulation E.

26. What are the benefits to employees who utilize the CashPay Visa Payroll Card?

Employees receive convenient access to their pay. Employees without a bank account will avoid the inconvenience and expense of going to a bank to cash their payroll state treasury warrant. Employees will also have access to their money by 9:00 the morning of payday. There is no need to come in on days off to pick up a paycheck, or to walk around with large amounts of cash. The CashPay Visa Payroll Card gives everyone the convenience, power and prestige of having a Visa card.

27. What are the benefits to the State?

The issuance of paper state treasury warrants is costly and time consuming. Electronic payments help eliminate costs associated with issuing, printing, delivering, replacing and reconciling paper paychecks, and can reduce fraud related to forgeries.

28. How do employees qualify for the card?

No credit approval is required. State employees are automatically approved.

29. How do I sign up?

Contact a human resource or payroll staff member at your agency to sign up. The process is quick and easy.

30. Can a cardholder request a second card for another individual such as a family member?

No.

31. Can the card be used by someone other than the person whose name is on it?

For security reasons, cardholders should never share the PIN or allow anyone else to use the card.

32. Does the cardholder receive a monthly paper statement in the mail?

Yes. They can also view the current transaction history and past statements on-line at <http://www.bankofamerica.com/cashpay>.

33. Can the cardholder view the account on-line?

Yes, at <http://www.bankofamerica.com/cashpay>. The following functions can be performed on-line without a fee:

- Card Activation
- Select PIN
- PIN change
- Balance inquiry
- View transaction history
- Online funds transfer
- Obtain dispute forms
- Locate and ATM

- Frequently asked questions

34. Can the State view or track individual cardholder transaction activity?

No. For privacy reasons, Bank of America does not share transaction details. However, for reconciliation purposes, the state does have access to the amount and date of deposits to the individual cards via the state payroll system.

35. Do I need to activate the card prior to funds being deposited?

No. Cardholders should activate the cards immediately upon receipt of the cards for security reasons and in order to access funds available on the cards. Cardholders will not be able to use the card until the card has been activated.

36. Can the cards be overdrawn?

Yes, in specific instances. Normally, you can only use up to the amount of pay available on the card. However, under certain circumstance, such as pay-at-the-pump gas dispensers or restaurants where you add a tip to the bill, you can overdraw the card. If the card is overdrawn, you will be subject to a negative balance fee of \$15.00. It is therefore important for you to track your balances carefully, just like a checking or savings bank account.

37. How do I get my name or address changed on this card account?

The cardholder must call customer service at 1-866-213-4074 to change the address on this account. The employee must also contact the state agency Human Resource office in order to change their address in the payroll system.

38. Will I earn interest on my funds in my CashPay Visa account?

No, your account does not earn interest.

39. Can I continue to use the CashPay Visa Payroll Card if I leave employment with the State?

Once you leave employment with the State of Washington, you can continue to use the card, but the pricing structure will change, and it may cost you more money. The State will only load money on the card that is due to you – net pay through your last day of employment.

40. Can I receive travel and other reimbursements through my CashPay card?

Employees may be able to receive non-payroll payments from their agency to the account designated in the state payroll system. Contact your agency's accounts payable or payroll office for details.

41. Can I opt out of receiving additional marketing materials from Bank of America?

Please refer to the privacy policy included in the card package from Bank of America, or at <https://www.bankofamerica.com/privacy>.

42. Are disclosure forms required?

Effective April 1, 2019, Consumer Financial Protection Bureau (CFPB) rules require disclosure documents to be given to employees before choosing to use a payroll card. Once you have implemented a payroll card program in your agency, please be sure to present employees interested in signing up with the following documents: Effective April 1, 2019, Consumer Financial Protection Bureau (CFPB) rules require disclosure documents to be given to employees before choosing to use a payroll card. Once you have implemented a payroll card program in your agency, please be sure to present employees interested in signing up with the following documents:

For use by General Government state agencies:

<https://www.usbankfocus.com/documentLocator?docId=focusblack87265212disclosure>

For use by Higher Education state agencies:

<https://www.usbankfocus.com/documentLocator?docId=focusblack87265214disclosure>