

### **Why should I switch to a dashPayroll Card?**

There are many reasons to choose a dashPayroll card over getting a paper check. If you already have a payroll card from another company – dash might offer you a better value and more features! Check out the enrollment packet to compare.

**Cost:** Are you used to paying check-cashing fees and buying money orders or cashier's checks to pay bills? A payroll card can eliminate these costs. Even if you incur some card fees, a good payroll card program is generally less expensive than the costs related to a paper check if you don't have a bank account.

**Convenience:** A payroll card eliminates the need to wait in lines to cash checks, buy money orders, etc. Wages are available on payday, even on your day off. Cash is available all day, every day from ATMs.

**Safety:** There is no need to carry large amounts of cash since a payroll card can be used to make purchases and get cash as needed. Lost or stolen cards can be replaced with no loss of funds (other than a nominal card replacement fee).

**New ways to pay:** A payroll card gives you many more options for managing and accessing your money, especially if you don't already have a credit, debit or prepaid card. With a payroll card, you can:

- Make online, phone and in-store purchases
- Pay bills online or by phone
- Make rental car, hotel and airline reservations
- Send money to family

### **Will I still receive a pay stub?**

Yes, your employer will continue to be responsible for providing you with a paper or electronic pay stub.

### **Can I add an extra card for access to the same account?**

Yes. You may order a secondary card on the dash cardholder website. Both cards will have full access to the funds. The cost of the secondary card will be charged to the employee card account. Please see your cards terms and conditions for associated fees.

### **What do I do if my card is lost or stolen?**

You should call the toll-free customer service number to report the loss or theft. The card will be deactivated and a replacement card will be issued with the account balance transferred to it. If your employer has instant issue cards available at the workplace, they can provide one until the new personalized card arrives.

### **When do the cards expire?**

Each card is issued with an expiration date of two years. If a card is still active two weeks prior to its expiration, a new card will be issued at no charge and mailed to the address on file.

### **What happens to the payroll card account if I leave the company?**

Cards are "portable," meaning you can continue to use it by adding your own funds or having funds added from another source.

### **Where do I go for help? Is there customer service if I have questions about my card?**

Yes! Our user-friendly app is the fastest easiest way to check your balance, transfer funds, and more. Free, bi-lingual cardholder customer service is also available 24/7 through a user-friendly website AND by phone. This information is on the back of all cards. You can check your balance, transaction history, report lost or stolen cards and settle disputes.