RED-e-SPEND℠

EMPLOYER FREQUENTLY ASKED QUESTIONS

How can a RED-e-SPEND card benefit my business?
The card reduces the hassle and expense of paper payroll checks, lowering overall costs, while improving payroll distribution. The card can decrease check fraud, lost and stolen checks, and stop payment fees. The RED-e-SPEND card also complements our Employee Rewards program – ask a Citizens Banker for more details!

Why should I offer a RED-e-SPEND card to my employees?
Your employees will gain instant access to their pay when you make a direct deposit of their payroll. Employees will be able to save money, as they will not have to pay check cashing fees or incur expenses associated with money orders. The card is safer than carrying cash and gives your employee a record of each transaction.

How much work will it be to administer the RED-e-SPEND card?
We have created an easy-to-use service, so you can take the headache out of payroll. Once you complete an agreement and enroll for the service through our Payroll Card Services Web site you are ready to begin.

How long will it take to get started?
You will receive instructions from us within 7 business days of submitting your Employer Set Up form and signed agreement.

How does introducing the RED-e-SPEND card affect my current payroll process?
If your company currently offers direct deposit to employees, there is no difference in the way in which a RED-e-SPEND card is funded. An employee's net pay is loaded to the card instead of a bank account or can be split between a deposit account and a payroll card if you choose to allow employees to designate more than one choice for disbursement of their pay. For example, they could have 75% of their pay direct deposited into a checking account and 25% onto their payroll card.

How do I set up my employees for the RED-e-SPEND card?
Refer to the *Employer User Guide* provided to you by a Citizens Banker when you enroll for this service.

How do I handle pay errors?
Refer to the *Employer User Guide* provided to you by a Citizens Banker when you sign up for this service.

Can I use the RED-e-SPEND card for incentives and bonuses?
As long as you set employees up in the system and issue them a card, you can use the RED-e-SPEND card for distributing bonuses and incentives.

What if I only have a handful of employees collecting paper paychecks?
The RED-e-SPEND card accommodates employers of all sizes.

Is there a minimum number of employees or cards required?
No. There is no minimum number of cards. You can start small and, as the popularity of the card grows, you can scale the program to your needs.

Is it necessary to have all of my employees on the card program?
No. We do not require this to be mandatory for all employees. However, to recognize the full cost savings, many employers are making the RED-e-SPEND card mandatory. Mandatory use of the card and direct deposit reduce costs associated with paper checks.

CITIZENS BANK℠

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What if I change my payroll process/service providers?

This program works with any system or payroll service provider that can process ACH direct deposits.

How do I get started and order cards?

- You complete the Employer Agreement and Set Up form
- Citizens Bank will assign user names/passwords for you to process employee set up
- Designated representative(s) from your company will enroll employees for the RED-e-SPEND card through a secure Payroll Card Services Web site
- The card is received by each employee within 5-7 business days by U.S. mail
- You will retrieve the account number and routing number (from the Payroll Card Services Web site) for each employee that is enrolled for the RED-e-SPEND card. This number must be entered on your direct deposit payroll system after the card is received by the employee

What training and implementation support is provided to me?

You are provided an *Employer User Guide* with step-by-step instructions. We also provide signup forms and handouts you can use to notify/educate your employees about the RED-e-SPEND card. There is also a dedicated employee RED-e-SPEND Web site where your employees can view transactions and manage their card. In addition, you have support by phone from our Commercial Client Services Group, who can assist with questions you may have at **1-800-946-2264**.

Does the first card load require a prenote?

No. The first ACH transaction you originate to the card can be a live transaction. However, as with any other ACH service, it is your responsibility to ensure the correctness of the ACH transaction. You will also be solely responsible for any and all returns related to funding cards. For more information regarding ACH Origination, please refer to your NACHA Corporate Rules book or **http://www.nacha.org**.

If I make an error when I'm issuing an employee's card how do I correct it?

If the error is discovered on the day the employee card is issued before 7 p.m. EST, you can update the employee record through the Payroll Card Services Web site on the same day (*see instructions on page 8 of the Employer User Guide*). If the card issuance error is found after 7 p.m. EST, you need to contact **1-800-946-2264** to make the correction.

How are account password resets handled?

You can call **1-800-946-2264** to reset your Payroll Card Services Web site password.

Once I load funds on the card, how long does it take until my employees can access them?

The funds will be available on the effective date that is specified within the ACH file you submit.

Is there a minimum or maximum load limit?

There is a $1.00 minimum load amount. The maximum total of all loads to the card is $10,000 per month. Also, the maximum load amount at any one time is $10,000.

Are there any special ACH rules or requirements I should be aware of?

No. This service uses all standard ACH rules and procedures.

How can I pay an employee who has lost his card but has not received his replacement card yet?

You will need to issue a check or wait for the replacement card to arrive.

Will balances remaining on a lost or stolen card be automatically transferred to the new card or will I be required to move the funds?

Employees should call **1-800-806-1692**, **option 5**, to notify Citizens Bank that the card has been lost or stolen. We will then issue a replacement card and any remaining balance will be transferred to the new card.

Is there a limit to how many payments one employee may receive during a month?

No. There is no limit on how many times you may load funds to the card. Maximum load and balance limits apply.

Does the RED-e-SPEND card handle W-2s/Misc 1099s/Tax filings?

No. W-2s and other tax forms are handled through your normal process, same as today. The RED-e-SPEND card is a solution to pay your employees, not a system to produce payroll forms.

Does the RED-e-SPEND card work with my accounting software?

There is no link between accounting software and the card application.

Am I locked into using RED-e-SPEND cards for any length of time?
No. You can cancel this service at any time.

If I'm providing my employees pay on the RED-e-SPEND card, how do I provide them with a paystub?
Paystubs are provided by your current payroll process. This is not part of the RED-e-SPEND card features.

I am currently using an automated payroll system to prepare my paychecks. Can I switch payroll providers at any time?
Refer to any contracts you may have with your current payroll provider for details. The RED-e-SPEND card is funded through a separate process than your payroll system.

Where can I go for more information on the RED-e-SPEND card?
Citizens Bankers are available to assist you by phone at **1-800-946-2264** or you can visit a Citizens Bank branch for more information. Branch hours and days of operation vary by location. Visit the **Citizens Bank branch and ATM locator** for more details. For details about how your employees use and manage their RED-e-SPEND card, please refer to our Employee Frequently Asked Questions.