

Wisely® Check Frequently Asked Questions for Fully Electronic



Here's what you need to know about your Wisely Check.

1. What do I need to do if I don't want to receive my pay on the Wisely Pay card, but want to receive my pay using the Wisely Check?

You do not need to activate or use the Wisely Pay card to access your pay if you want to be paid with the Wisely Check. Each Wisely Pay card Welcome Kit includes two Wisely Checks. Just follow the instructions printed on the Wisely Check to complete and authenticate your check for your full net pay. Contact customer service at 1.877.237.4321 to complete your authentication. In order to cash the check, you must have a Mandatory Authentication Number (6 digits) on the check, provided by customer service.

2. What do I do if I need help with completing and/or authenticating the Wisely Check on payday?

If you need assistance completing and/or authenticating the Wisely Check, you should then call customer service at 1.877.237.4321 to complete your authentication.

3. Where can I cash my Wisely Check for NO CHARGE (\$0)?

The Wisely Check can be cashed for no charge (\$0) at any branch of the bank that issues the check. The name of that bank is printed on the check.

4. If I run out of Wisely Checks, where can I order more?

Your Wisely Welcome Kit includes two Wisely Checks. You can call customer service at any time to place an order for additional Wisely Checks. You can have a total of six unauthenticated/unused Wisely Checks issued to you at any one time. You should not wait until you run out of Wisely Checks before ordering additional checks. You should always make certain you have Wisely Checks on hand in advance of payday.

5. What do I do if I don't have a Wisely Check and it is payday?

If you forget to order additional Wisely Checks, or if, for whatever reason, you do not have a Wisely Check on payday, please see your employer to obtain a Wisely Check. Your employer has Wisely Checks at the worksite location that they can issue to you in such an emergency situation to ensure you receive your pay on payday. It is important to remember to order additional Wisely Checks before you use all your checks to ensure you have a Wisely Check on payday.