



DailyPay

DailyPay is a platform that allows employees to have access to their earnings in real-time. At CSG we have partnered with Daily Pay to provide you with an additional benefit to retrieve your earnings before payday. To ensure a smooth transaction and to really enjoy the benefits of Daily Pay we have created the following FAQ's.

1) Can I use DailyPay to make payments to other people?

- DailyPay is NOT to be used as a mobile payment application (**ZELLE, VENMO, OR PAYPAL**) doing so may result in complications when the pay period comes on the 10th and 26th And it may result in Daily Pay flagging your account as fraudulent and closing it

2) Can I change my bank information on DailyPay?

- Changing bank information such as routing number and account number can lead to frozen funds that take up to 6-7 days to return to CSG.
- If you change bank information, please make sure all numbers are accurate and that the new bank account is under your name as the primary recipient.

3) What will happen if I enter incorrect information?

- Continuous suspicious activity may result in an overlook between Wisely and DailyPay

4) What will happen if my funds are frozen?

- CSG will not release a physical check or Direct Deposit until all funds are returned from DailyPay account that could take 6-7 days to return plus 48 hours to process the check

5) What if I have new Personal Information?

- Be aware all information given during Onboarding(hiring process) will reflect on the DailyPay account such as bank account and routing numbers, emails, and phone number
- if you have any changes, we advise you to contact Daily Pay prior to making them to ensure a smooth transition **CONTACT NUMBER 1 (866) 432-0472** www.DailyPay.com

6) Who can I contact if my Personal Information changes?

- Always notify HR Department before updating personal information be aware this is for internal use only does not affect Daily Pay

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