



FAQ: On-Demand Pay

Audience: Employee

Overview:

Your employer is now offering Clair On-Demand Pay® to help you gain control over your finances by accessing your hard-earned money as soon as you get off for the day.

About On-Demand Pay

1. What is Clair?

Clair is a digital banking app that allows you to get access to up to 50% of your earnings every day as soon as you clock-out of work. The best part is that Clair does this for free, without hidden fees.

2. How does Clair do On-Demand Pay?

Clair has been able to bypass the delay of outdated, traditional weekly, bi-weekly, or monthly pay cycles by having you:

- Open a Clair Spending and Savings Account. When you open an account, you get a Clair Debit Mastercard®, a Spending Account, and a Savings Account that helps you grow your savings easily.
- Send your paycheck (or portion of it) to Clair each payday via direct deposit. When all or a portion of your paycheck direct deposits into your Clair Spending Account, you are eligible to take wage advances after every shift worked.
- Available wage advances will be equal to 50% of your gross earnings in the pay period, up to the full amount of your previous paycheck deposited in your account, with an overall cap of \$1500.
- On payday, Clair will deduct the amount of the advance from the Spending Account and not a penny more.

After every shift, you receive a notification to let you know how much you have available in your Clair Spending Account, and the total accumulated amount can be found in their Clair App.

The Clair App is available on both Android and iOS.

3. How is On-Demand Pay different from the Payday Loans of the 1990's?

With On-Demand Pay the repayment of debt is always made without interest, there are no late fees or penalties, and there is no credit impact. It's the ethical alternative to Payday Lenders & Pawn Loans.

4. How does On-Demand Pay work?

You can sign up for On-Demand Pay by scanning the QR code provided by your employer. This QR code will take you directly to the Clair app where you can open your Clair account. Once signed up, users can take free wage advances, based upon how much of the user's paycheck they deposit into their Clair Spending Account. You can take advances from the app and use the money immediately. During the next payroll cycle, Clair collects any advanced wages directly from your account, without charging any fees.



5. How does Clair provide banking services?

The Clair Spending and Savings Accounts are held at Pathward, N.A. Clair is not a bank. Clair partners with Pathward, N.A. in order to help hourly workers across the country gain financial freedom by providing financial services.

Pathward, N.A., Member FDIC is a federally chartered bank whose funds are FDIC insured, subject to applicable limitations and restrictions when Pathward, N.A. receives the funds deposited to your account.

6. Who can use On-Demand Pay?

You can use On-Demand Pay if:

- You are 18 years or older
- Have a permanent address within the U.S. (Hotel addresses & P.O boxes are not sufficient addresses)
- Receive your paycheck through direct deposit to your Clair Spending Account

Please keep in mind that to sign up for Clair, you must submit documentation information (i.e., Name, Address, SSN), in compliance with the legal requirements to open a bank account in the United States.

Unfortunately, at this time, Clair is unavailable for those who have a H1B Visa or a Green Card.

7. What fees should I be aware of?

Clair doesn't believe in unnecessary fees or profiting from their members' misfortunes. There are no fees to sign up, no overdraft, no monthly service or transaction fees, no minimum balance fees, and Clair offers one free card replacement per year. Clair charges a few fees such as, to send money to other bank accounts or to print checks. See the fees Clair does charge at <https://getclair.com/fees/>.

Sometimes, you will incur fees when using your Clair Debit Mastercard®. ATM operators and the network that completes the transaction may impose fees when you initiate an electronic fund transfer from the ATM or make a balance inquiry. Please note, however, that there are no ATM fees when you use your Clair Debit Mastercard® at one of Clair's 40,000 in-network ATMs.

Getting Started

8. Do I have to switch my direct deposit to use On-Demand Pay?

Yes, you have to switch your direct deposit to Clair Spending Account to use On-Demand Pay.

Why? Switching a portion or all of your direct deposit is how Clair repays back the wage advances taken in-between paychecks. As a reminder, On-Demand Pay is free to use and charges no fees to advance money. Switching your direct deposit is an integral step to Clair's business operation and without it, our advances could not continue to be free.

9. Is my money secure with Clair?



Your money is held at Pathward, N.A., Member FDIC. Money deposited into your Clair Spending and Savings Accounts is FDIC insured*. Clair also uses bank-grade security and encryption to protect your personal information and data at all times.

10. Do I have to move ALL my money into my Clair Spending Account?

Nope. Typically, as an employee you have the right to have your paycheck deposited into one or more bank accounts. Clair calls these partial direct deposits. Users who'd prefer to direct deposit only a certain percentage (i.e. 50%, 75%, 90%, etc.) OR specific cash amount (i.e., \$100, \$250, \$500, etc.) of their paycheck into their Clair Spending Account may do so!

For example, since your payroll provider is PrimePay, you can edit the specific amount of your paycheck which will go into your bank account.

Using On-Demand Pay

11. How can I spend using On-Demand Pay?

Once your account is active you will have instant access to your virtual debit card, which you can use to make online purchases (Doordash, UberEats, online shopping, etc). You can also add your virtual debit card to your mobile wallet (ApplePay, GooglePay, SamsungPay) to spend money at physical stores that accept mobile wallet or tap-to-pay transactions (most grocery stores, drugstores, etc)!

Once your physical debit card arrives, remember to log into the Clair App to activate it. Then you can use it anywhere Debit Mastercard® is accepted.

12. How much can I advance at any point in time?

You can advance up to 50% of your earned wages for each shift worked, with a limit per pay period that is equal to the amount of your last paycheck received, with an overall cap of \$1500.

In the Clair App, when you tap the purple "On-Demand Pay" box on the app home screen, you will then see the call out "Learn about Earned Wages." You can find out all the details, percentage of your earned wages available for advance, and your limit between paychecks. You can also click "Hours Worked" to show all your shifts.

13. Can I pay my bills with On-Demand Pay?

Yes, please find 3 options below:

- Pay bills electronically, by using your debit card or your account and routing number to send funds from your Spending Account. You can view your account and routing numbers in the Settings page in the Clair App.
- Transfer money directly to another bank account. Within the Clair App, you can make an external ACH transfer to the bank of your choice.
- Mail a check. Within the Clair App, you will also have the ability to send a check, for a fee of \$2.00. Most checks are delivered within 3-7 business days.



14. Can I send a portion of my paycheck to my Clair Spending Account?

Yes, PrimePay allows you to directly deposit a fixed amount or percentage of your paycheck into your Clair Spending Account. You can also enter your desired settings into your payroll system or direct deposit form manually. Clair calculates your On-Demand Pay based on how much of your paycheck you send to this account. The more of your paycheck you send to your Clair Spending Account, the more of your paycheck you can advance! Clair recommends sending at least 50%.

Clair is a financial technology company, not a bank. Clair Spending is a demand deposit account established by, and the Clair Debit Card is issued by, Pathward, N.A., Member FDIC. Mastercard® and the circles design are registered trademarks of Mastercard International Incorporated. Clair Savings Account is established by Pathward, N.A., Member FDIC. Advances provided by Pathward, N.A.

While wage advances are free, certain other transaction fees and costs, terms and conditions may be associated depending on how users choose to use their account.

*Funds are FDIC insured, subject to applicable limitations and restrictions, when Pathward receives the funds deposited to your account.