



DAILY PAY

FOR THE 21ST CENTURY EMPLOYEE

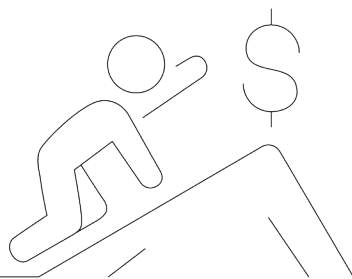
Introducing:

WAGES NOW!

A Palco partnership with
Fiserv and Money Network

Off-cycle payroll solutions for Direct Support Professionals (DSPs) is a traditional manner many states request for their self-direction waiver programs¹. Modern day pay strategies offer daily pay to DSPs, which ease the financial burden of unexpected financial disruption and reimagine how self-directing workers can access their wages.





The median wage for direct care workers was just \$14.27 per hour in 2021, with variability by occupational role and geographic location (among other factors)



Median earnings were only \$21,700 per year in 2020.



As a result, 40 percent of this workforce lives in or near poverty and 43 percent rely on public assistance programs to make ends meet².

¹ <https://www.dol.gov/agencies/whd/state/payday#:~:text=Any%20predictable%20and%20reliable%20pay,on%20commission%20have%20different%20requirements>

² <https://www.phinational.org/policy-research/key-facts-faq/>



Palco is working to enhance the payroll experience for DSPs and improve the overall Financial Management Service (FMS) provided to states, MCOs, and their Medicaid self-directed waiver participants.

Although attrition in the direct care labor force is high, we know how many DSPs remain because of the meaningful work and having a profound impact on their clients' lives. Instant access to wages is one way to enhance worker payroll experience by providing wages with **zero fees to the worker or Employer of Record**, no change to regular payroll processing, seamless integration with Palco's FMS applications, and all data remains private and secure.

ECONOMICALLY EMPOWERING

Employees can access up to 50% of daily wages earned³.



Goodbye, overdraft fees



Simple setup



Apps make tracking and managing wages a snap

³All funds redeemed through Wages Now will be recovered on payday as a debit from employee Money Network Account.

A BENEFICIAL CHANGE



Direct Support Professionals (DSPs) need access to wages earned



44% of workers have less than \$500 saved for unexpected expenses



84% of workers worry about money on the job



DSPs oftentimes cannot afford to wait until payday to access their earned wages

Financially healthy DSPs are more engaged



95% of workers want to work for employers who offer Earned Wage Access (EWA)



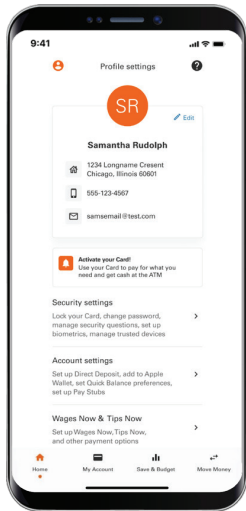
89% would stay longer with employers who offer EWA



79% would switch to an employer who offers EWA

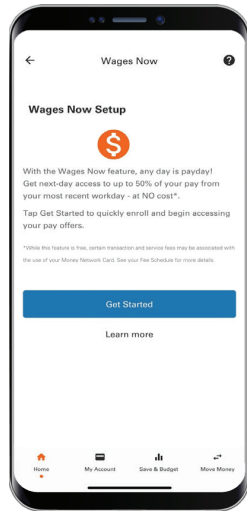
Source: Earned Wage Access Report, Visa Insights 2019.
Source: Home Health Care News, 2019.

FIVE EASY STEPS TO ENROLL IN WAGES NOW



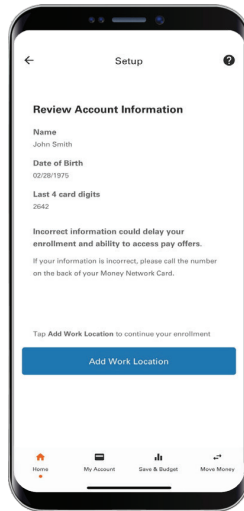
1

Tap the Wages Now feature
in the Mobile App menu to begin the setup



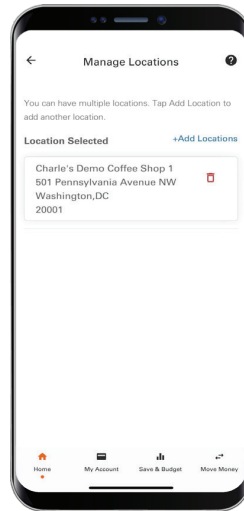
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Tap Get Started



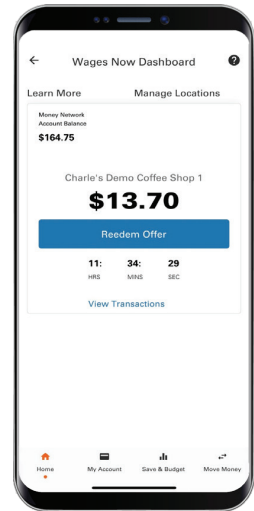
3

Review your Account Information



4

Find and select your work location



5

Redeem your pay offers
by checking your **Wages Now** dashboard after each workday





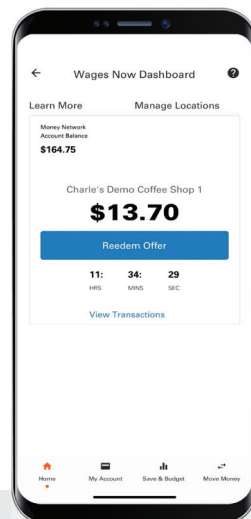
ELIGIBILITY

In order to participate in Wages Now, workers must have a Money Network Card and be signed up for their pay from Palco to be deposited on that card. To request a free Money Network Card, workers should complete a new Pay Selection Form and Palco will order a new one for them.

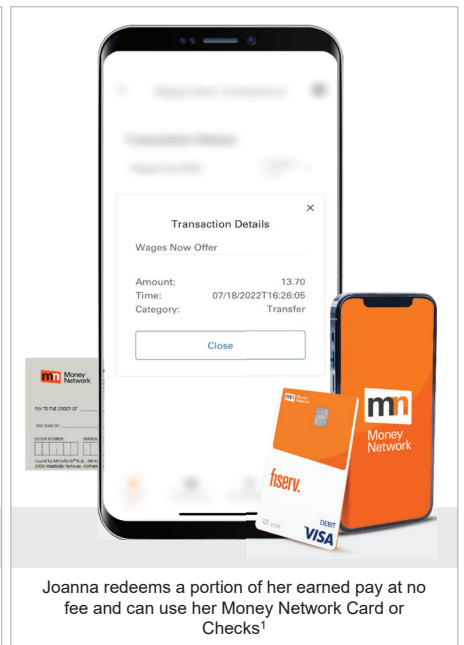
HOW IS WAGES NOW PAID?



Joanna ends her workday



Joanna opens the App² and sees she has \$13.70 available. She taps the offer to accept it

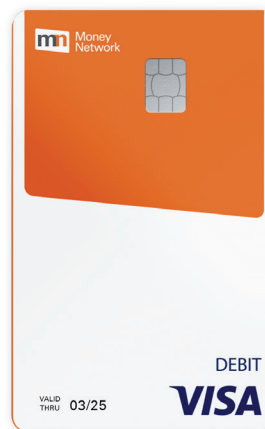


Joanna redeems a portion of her earned pay at no fee and can use her Money Network Card or Checks¹

¹Money Network Checks and Money Network Cards are issued by Pathward, N.A., Member FDIC, pursuant to a license from Visa U.S.A. Inc. and accepted everywhere Visa debit cards are accepted.
²Standard message and data rates may apply.



WAGES NOW SUPPORT PROVIDED BY THE MONEY NETWORK CARD AND PALCO SUPPORT CENTERS



For All Inquiries

Simply call the number on the back of your Money Network Card.



888-913-0900



www.palcofirst.com



Serviced by U.S. based call centers



Options for bilingual support



Staffed by over 2,000 agents



Consistently high customer ratings



FREQUENTLY ASKED QUESTIONS

What is Money Network Wages Now?

Wages Now is a program for Money Network cardholders that allows workers to access a portion of pay after each shift rather than waiting for the traditional payday.

When do I receive my Wages Now offer?

After each shift, eligible cardholders will receive an offer of up to eight hours. This can be based on yesterday's shift, or a shift worked that same day. This offer represents up to half of your gross pay from the previous shift.

How do I find my Wages Now offers?

Click on Wages Now in the main menu to view your dashboard to see if you have a Wages Now offer.

Where can I see my Wages Now transactions?

Click on Wages Now to navigate to your dashboard. Click on View Transactions to see your Wages Now transactions. Transactions may also be viewed in the Transaction History.

Will I be charged a fee if I accept a Wages Now offer?

No, there are no fees or interest charged to accept your offer*.

What if I don't see my offer?

If you have worked within the last 24 hours and you do not see your offer, contact Money Network Customer Service by calling the number on the back of your Money Network Card.

Who do I contact if I have questions?

Call the number on the back of your card to contact Money Network Customer Service.

** While this feature is free, certain transaction and service fees may be associated with the use of your Money Network Card. See your Fee Schedule for more details.*

We Serve People

Palco is rooted in the self-direction landscape by commitment and choice. Although the FMS industry is changing faster than ever, our purpose of supporting individuals and their families to thrive at home and in their community acts as our North Star.

Wages Now complements Palco's service to our customers, and we are excited to offer this innovative payroll experience. For more information about the Wages Now payroll service, call Fiserv or Palco at the contact information below.

Fiserv 1-888-913-0900

Palco 1-866-710-0456 | customersupport@palcofirst.com

FOR MORE INFORMATION ON WAGES NOW, CLICK ON THE RESOURCES BELOW

FLYER

PAYMENT IN A PINCH
Cash advance means, well, you're cashing in on your future. And that's not a good idea. But with Money Network's new WAGES NOW! Card, you can get your money now. No cash advance. No interest. No fees. No problem.

WAGES NOW!
Sometimes you can't wait for your next paycheck, and now you don't have to wait. A Palco partnership with Money and Money Network.

NO FEES!

Eligibility
Must be employed by a participating employer. Must have a Money Network Card and be employed on the day you request a WAGES NOW! Card. Must be at least 18 years old. Must be a U.S. resident. Must be a U.S. citizen or permanent resident. Must be a U.S. resident. Must be a U.S. citizen or permanent resident. Must be a U.S. resident. Must be a U.S. citizen or permanent resident.

How it works
Your money is available in your Money Network Card account. You can use it to make purchases or withdraw cash at any ATM. Funds are available within 30 minutes of approval. Funds are available within 30 minutes of approval. Funds are available within 30 minutes of approval.

ELIGIBILITY
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PALCO **Money Network** **instant**

NEWSFEED

WHAT DAY IS IT? PAYDAY! PALCO

Every day can be payday with **WAGES NOW!** When you work for a participating employer, you can get your money now. No cash advance. No interest. No fees. No problem.

HOW DOES WAGES NOW WORK?
When you work for a participating employer, you can get your money now. No cash advance. No interest. No fees. No problem.

A RESPONSIBLE BENEFIT AT NO COST
WAGES NOW! is a responsible benefit at no cost to you. It's a benefit that can help you manage your cash flow and avoid late fees and penalties.

ELIGIBILITY
Must be at least 18 years old. Must be a U.S. resident. Must be a U.S. citizen or permanent resident. Must be a U.S. resident. Must be a U.S. citizen or permanent resident. Must be a U.S. resident. Must be a U.S. citizen or permanent resident.

