The Solution Experience

On-Demand Pay: The Employee Experience: Solution, Rollout and Support.

Financial Stability
Consider the following:
- How much do you plan to spend on your on-demand pay program?
- What is the minimum amount for each employee to be able to access?
- What is the maximum amount for each employee to be able to access?

What an effective on-demand pay awareness and education campaign looks like:
- Flexible destination accounts for on-demand pay transfers
- Financial Well-Being
- 2-Day 1 benefit shortlist with instant access

This lag time generally applies to two solution types:
- Vendors generally fall into two enrollment categories:
  1. Insufficient data suggests that people often sign up when they actually need to use the benefit so having to wait for a card may discourage them from enrolling.
  2. Users may already have a checking and savings account set up in their preferred bank and may be enjoying the benefits of that account.

On-line education page with a link for enrollment
- Live launch event
- Downloadable education content (brochures, videos, FAQs, etc.)

What an on-demand pay vendor offers your employees additional financial wellness tools?
- If the savings is held in the vendor’s account, does the account accrue interest to benefit the employee and are the interest funds available to be used by the employee at their discretion?
- If so, is the savings held in the employee’s preferred account or the vendor’s mandated account?
- Does the solution provide a means for employees to save part of their pay prior to payday?
- Where do unbanked employees receive their on-demand pay transfers?

Employee Experience:
On-Demand Pay: The Employee Experience:
- The On-Demand Pay Scorecard.
- The Employee Rollout Experience
- When do unbanked employees receive their on-demand pay transfers?
- What is the level of employee satisfaction?

Support
- Social media and online support
- Phone support
- Email support
- Chat support
- Inclusion with diverse voices
- Transparency
- Diversity, Equity, and Inclusion

Does the vendor offer a support team?
- How does the vendor handle support requests?
- How long does it take to respond to a support request?
- How well does the vendor communicate with customers?