



KeyBank PayWorks Payroll Debit Card Frequently Asked Questions

Q1. How do I activate my PayWorks payroll debit card?

A. You can activate your card 24 hours a day/7 days a week at 1-866-832-9200. This number is also on the sticker affixed to the front of your card. You will select your Personal Identification Number (PIN) at that time.

Q2. Where can I get cash with my PayWorks payroll debit card?

A. You can take a cash advance for the full amount of your pay at any financial institution that accepts MasterCard. You can also get cash at hundreds of thousands of ATMs in over 200 countries in the MasterCard global network.

Q3. When a withdrawal is made at an ATM the screen prompts for the type of the account. What should I choose?

A. Always select "Checking." You can also check your balance on the card by selecting "Checking."

Q4. Where can I make purchases with my PayWorks payroll debit card?

A. Your PayWorks payroll debit card can be used to make purchases at millions of grocery stores, retail stores, gas stations, and restaurants that accept MasterCard debit cards.

Q5. How do I avoid paying transaction fees on purchases?

A. At the Point-of-Sale terminal, select "CREDIT" and sign for your purchases. If you use your Personal Identification Number (PIN) you will be assessed a fee.

Q6. Is there a minimum balance that needs to be maintained on the card?

A. No, there are no minimum balance requirements.

Q7. Is the PayWorks payroll debit card a credit card?

A. The payroll card is a debit card. Your card does not allow you to spend more money than you have available.

Q8. What happens if my card is lost, stolen, or damaged?

A. Immediately report any problems or a lost/stolen card by calling the customer service number on the back of the card (1-800-672-5036). A replacement card will be issued and any available balance will be transferred to the new card.

Q9. How long before I receive my replacement card?

A. Once your card is reported lost/stolen, we will close that card and issue another to you. You should receive your card within 5 business days after it's been reported lost/stolen.

Q10. I have forgotten my PIN (Personal Identification Number).

A. Please call the PayWorks VRU (1-800-672-5036) to have your PIN reset. You will need to meet certain identification requirements.

Q11. Will I receive a monthly statement of activity for my PayWorks card?

A. KeyBank will mail a monthly statement to you at the address provided on the PayWorks Enrollment Form.

Q12. How do I find out my card balance?

A. The PayWorks VRU is available 24 hours a day/7 days a week at 1-800-672-5036 for account balance and account transaction activity. You can also obtain a balance at an ATM.

Q13. How do I change my address?

A. Call the PayWorks VRU at 1-800-5036 Monday-Friday, 7 am to 9; Saturday and Sunday, 8 am to 6 pm Eastern to speak to a Customer Service Representative.