

About your Key2Payroll card - General

General Key2Payroll card Questions

What is the Key2Payroll card?

The Key2Payroll card is a prepaid debit card issued by KeyBank, providing you with secure, convenient access to your pay. The Key2Payroll card is electronically reloadable by your employer and works similarly to other debit cards.

Can I load money to my Key2Payroll card?

No; only your employer can load funds to your Key2Payroll card.

How do I use my Key2Payroll card?

The Key2Payroll card can be used to make purchases anywhere MasterCard® debit cards are accepted. You can use your Key2Payroll card for online, phone and mail order purchases.

You can also use your card to withdraw cash at ATMs, banks or credit unions or by getting cash back with purchases at participating retailers. To find a KeyBank ATM or branch near you, visit key.com/locator. Funds are automatically deducted from your Key2Payroll card balance.

What are the benefits of my Key2Payroll card?

Convenience

- Your money is electronically loaded to your card and available upon load
- You gain quick and easy access to your funds without waiting in line to cash or deposit a check
- This lower cost alternative allows you to save money by avoiding check cashing fees

Access

- Enjoy unlimited transactions at retailers across the U.S. and unlimited online purchases at no charge*
- Access your cash by making unlimited withdrawals at KeyBank branches and ATMs at no charge*
- Get cash back when you use your PIN at participating retailers at no charge*

*Subject to any applicable daily and/or monthly transactions limits. Please refer to the Key2Payroll Schedule of Card Fees for further details.

- 24/7 Customer Support:
 - Access www.Key2Payroll.com to view balances, recent transactions, and your transaction history at no charge
 - Access customer support at 1-866-295-2955 at no charge

Security

- You no longer need to carry large amounts of cash
- Your funds are FDIC insured

How can I check the balance on my Key2Payroll card?

View your current account balance and transaction history online 24/7 at www.Key2Payroll.com at no charge

- **Phone** – Call the Key2Payroll Customer Support at 1-866-295-2955 at no charge.
- **Text** – Sign on to www.Key2Payroll.com and click the “Alerts” tab to enroll in text alerts, including current balance alerts. You may set up your message frequency within the “Alerts” tab. A fee of \$0.10 per text message applies. Your mobile carrier’s standard text messaging charges may also apply.
- **Email** – Sign up to receive free email notifications when funds have been loaded to your card or when your balance gets low.
(Sign on to www.Key2Payroll.com and click the “Alerts” tab to learn more).
- **ATM** – Perform a balance inquiry at an ATM. No charge at all KeyBank ATMs, \$0.50 at all others. Visit www.key.com/locator for a current list of KeyBank ATMs.

How can I get additional information regarding the Key2Payroll card?

For questions regarding your Key2Payroll prepaid debit card, including fees, balances, recent transactions or other questions, contact the 24 hour Key2Payroll Customer Support line at 1-866-295-2955. The number is also located on the back of your Key2Payroll card. If you have questions regarding funds that have been, or will be loaded onto your card, please contact your employer."