

Wisley Pay Card by ADP FAQ

1. Is there a credit check to receive a card?

No. A credit check is not required or performed while opening a Wisely account because it's not a credit card.

2. How long will it take to receive my upgraded card?

Please allow 7-10 business days for the upgraded card to be delivered.

3. How do I activate my card?

To activate your card, visit <https://www.activatewisely.com> or call **1-866-313-6901**. You will need to choose a PIN (Personal Identification Number) when you activate your card.

4. Where can I get the myWisely app?

Access your card account anywhere, anytime by downloading the app from the Apple App store or Google play. You can check your balance, view transaction history, find nearby ATM's, see spending trends and set aside savings.

5. What are the benefits of upgrading my card?

Upgraded cardholders get access to premium features that allow you to add funds to your card(s) from a variety of places: jobs, Western Unions, etc. All for no fee.

6. How can I upgrade my card?

Call ADP Wisely at **1-866-313-6901**.

7. How do I make purchases with my card?

You can use your Wisely Pay card on the phone, online, or in any store that accepts Debit MasterCard or VISA. You can also add your Wisely Pay card to your mobile wallet. Pay with a single touch anywhere Apple Pay, Samsung Pay or Google Pay is accepted.

8. How can I get cash using my card?

You can use ATM's or banks. You can go to any participating bank and withdraw all of your money to the penny. Inform the teller you wish to do an over-the-counter transaction, and tell them the amount you would like to withdraw. You may be asked to show your ID. A list of participating banks can be found on the ADP wisely website.

9. Are my funds FDIC-insured?

Your Wisely account is insured by the FDIC.

10. What transactions are not allowed on the card?

You cannot use the Wisely pay card for unlawful Internet gambling or any illegal transaction.

11. How do I find my routing and account information?

Your routing and account numbers can be found under “Account” tab at the bottom right of the Wisely mobile app. There will be an option to “reveal” your routing and account information. You will be prompted to provide a second level of security (touch ID or app PIN code). Upon successfully doing so, your card account details will be shown. You can use your Wisely account and routing number for direct deposits processed by a payor other than ADP.