

ZayZoon FAQs

Q. Can any client sign up for ZayZoon?

A. Clients in Prism are able to sign up for ZayZoon. They must be in Prism to leverage the payroll information.

Q. What is the cost?

A. There is no cost to the employer. There is a \$5 flat fee per transaction for each employee to access up to \$200 a day, with a maximum access of \$1,000 per pay period.

Q. Is there any cost to the employer to use ZayZoon?

A. We'll say it again, there is absolutely no cost to the employer what-so-ever!

Q. How do clients notify their employees?

A. ZayZoon has pre-made materials such as posters and handouts to notify employees with Vensure branding that they will provide to the client directly to notify their employees.

Q. How do employees repay the amount taken?

A. Payouts are automatically repaid through the payroll direct deposit on the employee's next payday. No added work from the employer is needed for this. This is 100% facilitated through ZayZoon's integration with payroll.

Q. What is the interest rate?

A. There is no interest charged. ZayZoon is not a loan and only charges that flat \$5 per transaction for an employee.

Q. So, isn't this just a payday loan?

A. No, ZayZoon does not charge interest and does not place debt on the employee. Employees are given access to their already earned wages.

Q. Can employees do multiple transactions and take out more than just \$200? Can they take a whole paycheck out in advance?

A. Yes, employees can process multiple transactions of up to \$200 at a time to access additional funds. They are however, only able to take up to 50% of their net earned wages, to a maximum of \$1,000 per pay period.

Q. Can employees use ZayZoon if they do not have a bank account?

A. No, employees must have a bank account to utilize ZayZoon. If an employee does not have a bank account, Vensure can get them set up with a pay card to use instead.

Q. What happens if an employee doesn't have hours this week?

A. ZayZoon is linked into Vfficient and has access to your client's payroll records. They will look at the average hours/gross payroll for the employee to formulate that information.

Q. How long does it take for employees to receive their money?

A. Funds are transferred instantly, 24 hours a day, 365 days a year!

Q. What if an employee quits and we are not able to re-coup the funds given to them?

A. Clients are never liable to pay those funds in instances such as this. These situations are rare, but ZayZoon takes the hit if that happens. They have also analyzed this type of risk and are prepared for it.

Q. How do employees sign up?

A. Employees are notified of the service through email, by marketing material provided from their employer, or in their payroll self-service portal.

Q. What do employees need to sign-up?

A. All that is needed to sign up, is for the employee to upload a picture of a government issued ID, direct deposit information (account and routing number), or pay card information (account and routing number).

Q. Who will send the incentive program rewards payouts?

A. Incentive payouts will come from ZayZoon or VISA and be sent directly to the client or CR Rep's email.

Q. What information do we need to send ZayZoon to get the client started?

A. We need the referring client relations rep's name, their email address for the gift card, company name, client contact(s) (that will take the lead on getting the company set up and employee's notified), phone number, email address, shipping address(s), employee count, their preferred method of incentive payout (free wage accesses or gift cards).

Q. How do we know if our client has successfully signed up?

A. ZayZoon will send Senior Product Specialist (Kelly Lawyer) weekly reports on clients that have requested to get started and which clients have successfully finished the setup to earn the incentive reward. SPS will forward the reports to Carol/Karen to distribute.

Q. When does the incentive end?

A. This incentive program goes through 9/30. Meaning client must have been submitted and in the process of getting set up to qualify. Anything after 9/30 will not count.

Q. Questions on ZayZoon or the Incentive Program?

A. You can reach out to Kelly Lawyer (Senior Product Specialist) at Kelly.Lawyer@vensure.com