

# DailyPay Employee & Client Support

## Keeping Our Clients and Users at the Center of Everything We Do

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Our Employee Support Team is built to scale with robust training programs for our agents, saving time and money for your Payroll & HR teams. Employee Support offers help in both English and Spanish across email, live chat, and phone, 24 hours a day, 7 days a week (excluding select US holidays).

### Employee Support

#### Overview

As the first point of contact via call, chat and email, the DailyPay Employee Support team serves as a guide to educate users on our products and benefits. Focused on identifying the issue, they fully triage to ensure that your employees get the correct support they need as soon as possible and direct escalations to the team most equipped to resolve them. Employee Support is responsible for any outbound communication and follow-ups on any inquiries.

Employee Support can help walk employees through the DailyPay app and also responds to:

- DailyPay Balance not updating
- Paychecks not being received
- Account reporting showing as canceled

#### Contact Information, Response Times & Hours of Operation

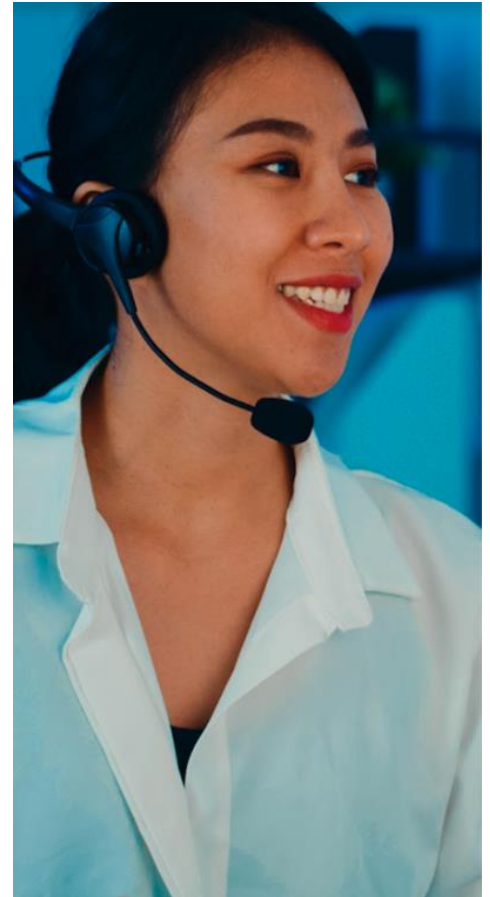
- Employees can reach out via [phone at +1-866-432-0472](tel:+1-866-432-0472) or [email at employee.support@dailypay.com](mailto:employee.support@dailypay.com)
- Typically respond to inquiries within 24 hours
- Agents are available to help 24 hours a day, 7 days a week (excluding select US holidays)

### Escalation Specialists

#### Overview

Escalation Specialists handle broad scale issues and proactive mass communication regarding DailyPay network and account status via in-app announcements and email. Escalation Specialists can help resolve issues related to:

- Account Creation, Activation & Settings
- DailyPay Balance / Negative Balance
- Off-Cycle Payments
- Transfers
- Letter of Indemnity Process
- Fraud Claim Investigations



#### Contact Information, Response Times & Hours of Operation

- Employee Support will connect employee with Escalation Specialist
- Typically respond to inquiries within 24-48 hours
- Specialists are available 7 days a week from 7am to 10pm ET

**dailypay.**