



FREQUENTLY ASKED QUESTIONS

What is Rellevate?

Rellevate is a digital consumer financial services platform that facilitates consumer access and use of their money, anytime...anywhere. Offered primarily through employers as an employee benefit and accessed securely via web responsive online platform.

The feature product is Pay Any-Day, which enables employees to access their earned wages between pay periods.

In addition to Pay Any-Day, the Rellevate Digital Account with Earnings Credit includes a Rellevate Visa® Debit Card, Online Bill Pay and Person to Person (P2P) Payments (US, including Puerto Rico).

Rellevate facilitates banking services through Sutton Bank. Member FDIC

How can I sign up for a Rellevate Digital Account with Earnings Credit?

If your Employer is offering Rellevate as an Employee Benefit you can sign up. You will need to gather some information from your Employer to onboard and register to receive the Pay Any-Day feature.

The Rellevate Digital Account with Earnings Credit is also available to the public, without the Pay Any-Day feature but with all the other products- Rellevate Visa® Debit Card, Bill Pay, P2P payments (US, including Puerto Rico).

To sign up, go to rellevate.com and click [SIGN UP](#).

What information will I need to provide to sign up?

For Employees of participating Employers, you will need the following.

- Name
- Email address
- Address (no PO Box)

- Phone (mobile and home-if available)
- Date of Birth
- Social Security Number or ITIN (Individual Taxpayer Identification Number)
- Employer Number (provided by your Employer)
- Your Employee Number

For general public, you will need the following

- Name
- Email address
- Address (no PO Box)
- Phone (mobile and home-if available)
- Date of Birth
- Social Security Number or ITIN (Individual Taxpayer Identification Number)
- Enter “zero” for the Employer and Employee fields

Why do you need my personal information to verify my identity for a Digital Account?

Protecting you and your data is our priority, and sometimes that means we need extra information to process an application. Federal law requires that we collect this information to verify your identity and help prevent fraud. All financial institutions are required to obtain, verify, and record information that identifies each person who opens an account in accordance with the USA PATRIOT Act. Providing your personal information helps the government fight the funding of terrorism and money laundering activities.

While we may request identity documentation, your credit report or FICO score will not be checked. Documentation is stored safely using appropriate security measures and technology to protect against unauthorized access to your information. We want to assure you that maintaining the privacy of your personal information is one of our highest priorities.

What can I expect from the ID verification process?

Once documentation is received, if all is correct, you should be approved within minutes. If we need additional information to process your registration, we will reach out to you.

Email Verification

Why do I need to verify my email?

We have all applicants verify their email to make sure the email used to apply for the account belongs to them.

I didn't get my email verification code. What do I do?

First, make sure the email didn't land in your Spam/Junk folder. If you cannot find the email, you can request another email directly from Rellevate. If you still cannot find the verification email, please let us know at info@rellevate.com.

Do you have a Spanish version for Digital Account?

Yes, when you click [SIGN UP](#) you will see an American Flag at the bottom of the page, click on it to select English or Spanish. Once you have an account you can also go to [MY PROFILE](#) and select English or Spanish.

Where can I find your policies /agreements?

You can find our policies and agreements on our website at rellevate.com at the bottom of each page. You can also log into your account and go to [AGREEMENTS](#) and find the agreements that apply to your account. The PDF version can be downloaded if needed.

How do I update or change my address?

You can change your address by calling [1.833.354.0972](tel:1.833.354.0972) and talking with a Customer Service Representative.

How do I update my password, phone number, email?

You can log into your account at rellevate.com, go to [MY PROFILE](#) and update your selections.

What is Earnings Credit?

Earnings Credit is money earned on funds in your account. The current rate is 38 Basis Points. There is no minimum opening balance required to receive Earnings Credit.

- Earnings Credit will be calculated daily.
- The current Earnings Credit Rate is divided by the number of days in a year (365 days in period, except for leap year with 366 days) times the daily account balance each day of the month.
- Monthly Earnings Credit will be credited to your account on the first day of the next month.
- The Earnings Credit may be taxable. Please consult your own tax, legal and accounting advisors if you have additional questions.
- Earnings Credit is paid by Rellevate.