

# Self-service check

Frequently asked questions  
for fully electronic



## Here's what you need to know about your self-service check.

**Q: What do I need to do if I don't want to receive my pay on the Wisely® card, but want to receive my pay using a self-service check?**

**A:** You do not need to activate or use the Wisely card to access your pay if you want to be paid with a self-service check. Each Wisely card Welcome Kit includes two self-service checks. Just follow the instructions printed on the self-service check to complete and authenticate your check for your full net pay. Contact customer service at 1.877.237.4321 to complete your authentication. In order to cash the check, you must have a Mandatory Authentication Number (6 digits) on the check, provided by customer service.



**Q: What do I do if I need help completing and/or authenticating the self-service check on payday?**

**A:** If you need assistance completing and/or authenticating the self-service check, please call customer service at 1.877.237.4321 to complete your authentication.

**Q: Where can I cash my self-service check at NO CHARGE (\$0)?**

**A:** The self-service check can be cashed at no charge (\$0) at any branch of the bank that issues the check. The name of that bank is printed on the check.

**Q: If I run out of self-service checks, where can I order more?**

**A:** Your Wisely Welcome Kit includes two self-service checks. You can call customer service at any time to place an order for additional self-service checks. You can have a total of six unauthenticated/unused self-service checks issued to you at any one time. Please don't wait until you run out of self-service checks before ordering additional checks. Always keep self-service checks on hand in advance of payday.

**Q: What do I do if I don't have a self-service check and it is payday?**

**A:** If you forget to order additional self-service checks, or if, for whatever reason, you do not have a self-service check on payday, please see your employer to obtain a self-service check. Your employer has self-service checks at the worksite location that they can issue to you in such an emergency situation to ensure you receive your pay on payday. It is important to remember to order additional self-service checks before you use all your checks to ensure you have a self-service check on payday.

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