



INSTANT PAY FAQs (FREQUENTLY ASKED QUESTIONS)

Purpose

As a perk to both our Kelly Talent Community and Salaried Payroll, we are offering Instant Pay through our vendor "Branch." All references to Branch in this document refer to our vendor. Instant Pay allows eligible employees to access a portion of their earned wages before payday.

Eligible Employees

Salaried Payroll: Instant Pay is available to all exempt and non-exempt employees except those living in the States, CA and CT.

Kelly Talent Community: Instant Pay is available to employees using Bullhorn (Peoplenet Web/Clock) for timekeeping. Employees must have completed 1 week of work. Instant Pay is currently NOT available for employees working in the States, CA, or CT.

Frequently Asked Questions

What is Instant Pay?

Instant Pay allows you to access a portion of your earned wages before payday, taking away the stress of waiting for the next paycheck to come in. Kelly is proud to offer this new financial perk to Salaried Payroll and our Kelly Talent Community!

Why Would I Use Instant Pay?

It is a Digital Wallet! Fast & Flexible Cash Management at your fingertips!

Instant Pay puts you more in control of your paycheck. It can help reduce current banking fees, provide insight into cost saving opportunities, provides a mobile app to monitor spending and budget and your money is there faster if needed for emergencies!

When am I eligible to use Instant Pay?

Kelly Talent Community - You are eligible after you have completed 1 week of work, and you need to meet the requirements listed above. In week 2 you will be able access Instant Pay.

Salaried Payroll - You are eligible *after* you have received pay for one payroll cycle. With your second payroll cycle you are eligible for Instant Pay.

How do I start using Instant Pay?

To get started with Instant Pay, you will need to set up an account with our vendor, Branch, by downloading their mobile app. For Salaried Payroll, you will need your "EMPLID" and for the Kelly Talent Community, you will need your "ALT ID". These are both located on your paystubs.

Visit Salaried Payroll Web Page here at:

<https://kellyservices1.sharepoint.com/sites/KellyWebFSS/SitePages/Salaried-Payroll.aspx>

For the Kelly Talent Community visit the payroll section on myKelly.com for step-by-step instructions.

I have set up my Branch account, worked half of the week, and am ready to access my Instant Pay. Now what?

Requesting Instant Pay is fast and simple. In the Instant Pay Branch app, you will see a dollar amount available in advance on the main screen. Choose the amount you would like to request by moving the slider and clicking "Cash Out." Follow the remaining steps and you are done. That is, it!

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<https://kellyservices1.sharepoint.com/sites/KellyWebFSS/SitePages/Salaried-Payroll.aspx> or for the Kelly Talent Community visit the payroll section on myKelly.com for step-by-step instructions.

How much of my pay can I take, and will I be charged a fee?

You will have access to up to 50% of your earned wages at any time. Earned wages are what you have worked in the current week. Funds are available up until the end of day Monday following the week ending. For example, the work week starts on Monday 5/3 and ends on Sunday 5/9. You have worked 8 hours each day Monday thru Friday. You can access 50% of earnings for hours worked starting on Tuesday 5/4 through Monday 5/10. Your payroll will then process same as usual. If any advances were taken, you will see a deduction on your pay.

All Instant Pay transactions are FREE through Branch! If you would like to transfer out your earned wages to an existing card or bank account, you can do so by choosing a standard ACH (Automated Clearing House) transfer, which is free (funds appear in 2-3 business days) or an instant transfer (funds appear immediately) for a fee of \$2.99 for amounts under \$25, \$3.99 for amounts \$26-74 and \$4.99 for amounts over \$75.

What if I forget my Branch password?

When logging into Branch, you will receive a text message with a verification code that is different each time you login. You will be prompted to enter your passcode (which is one you choose) and if you forget that passcode, hit "Forgot Passcode" on the login screen in the app on your mobile device. Another verification code will be sent via the email address you provided when signing up for Branch and you will enter that code into the app to reset your password.

Will I ever be able to take more than 50% of my pay?

Not currently.

What can I expect differently on paydays?

The only change you will see on payday is on your paystub. If you use Instant Pay, you will see a deduction from INSPAY on your paystub for any funds withdrawn through Instant Pay.

What if I do not work one week? (Kelly Talent Community Only)

If you have not worked a shift during any given pay period, you will not be eligible for Instant Pay.

Do I have to use Instant Pay?

No, it is not required to sign up for Instant Pay.

I am currently not eligible for Instant Pay. Will I ever be able to participate?

Kelly Talent Community - Instant Pay is currently not available if you work in the States, CA or CT and for employees who use other timekeeping tools (not Bullhorn). We will send updated communication as the program expands.

If you use paper timecards or a customer timekeeping system, we do not currently have an integrated solution with Instant Pay.

Salaried Payroll - all employees are eligible except for those in States, CA or CT. Instant Pay is available only to active employees with eligible wages sent to the bank (I.E., employees on leave are ineligible).

I work in Kelly Education. Do I qualify for Instant Pay?

Instant Pay is currently not available for Kelly Education for the talent community, but it is available to all Salaried Payroll for all Business Units.

Questions/Contact

- For technical questions or questions on the Branch App, call 24/7 support: 956-625-9896
- For questions on Instant Pay, please contact Tracie Hoisington at Tracie.Hoisington@kellyservices.com or Terri Ministrelli at terri.ministrelli@kellyservices.com (Kelly Talent Community) or Joe.Willis@kellyservices.com (Salaried Payroll)
- For the Kelly Talent Community, to confirm hours worked, call the Employee Service Center: 866-535-5948