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## Covid-19 (Coronavirus) Updates

### Our response to COVID-19

Walmart and Even understand this is a challenging time. In order to help, we have expanded our services. We’ve increased the Instapay limit to one per week for Walmart members. Additionally, Walmart is also covering the cost of all aspects of Even Plus for all associates until June 30th.

### What if I’ve already paid for Even Plus this month?

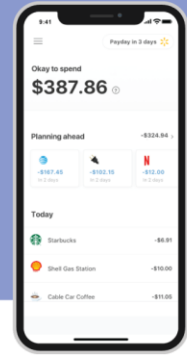
If you are expecting an Even Plus fee deduction on your April 2nd paycheck, you will still see this deduction on your paystub. However, you’ll also see a refund for this fee on your April 2nd paycheck.

### How is my Instapay amount calculated?

Instapay use is still limited to 50% of your earned net pay. If you request an Instapay in the first week of the pay period, then your available Instapay in the second week will be 50% of your total net earnings, minus your first Instapay amount.



# Even FAQ for Walmart Associates



For example, if you've earned \$300 in net pay so far this pay period, 50% of that is \$150. If you request a \$40 Instapay at the end of the first week, you will have access to \$110 at the start of the second week to use for Instapay ( $\$150 - \$40 = \$110$ ).

## How often can I use Instapay?

You can now use Instapay once per week. For this purpose, weeks run Saturday through Friday. For example, you can request one Instapay between Saturday, March 21st and Friday, March 27th, and another Instapay between Saturday, March 28th and Friday, April 3rd. Please keep in mind that an unused Instapay from the first week does **not** carry over to the second week of the pay period. If you do not use Instapay in week one, you will still only be able to request one Instapay in week two.

Keep in mind, 50% of all of your accrued net earnings, minus deductions, will be available regardless of when you request an Instapay.

## I'm trying to use cash pick-up, what if my store isn't open?

In response to COVID-19, some Walmart locations may have changed their operating hours. Contact your local Walmart to verify their hours. If you need your cash pick-up canceled, please reach out to an Advisor. This can be done by tapping the "Support" icon found in the upper right corner of the "Profile" tab.

## My access to Instapay was restricted until July. Will I be able to use this feature now?

Yes, your access to Instapay and Even Plus has been restored.

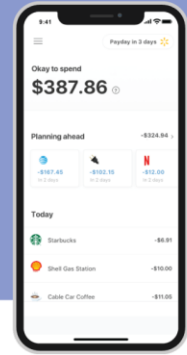
## I work in New York, New Jersey, or Massachusetts. Do I get access to Instapay and free Even Plus?

Members who work in New Jersey or Massachusetts will now have access to one Instapay per week, and free Even Plus until June 30th.

Unfortunately, members who work in New York will not be able to access these benefits at this time.

## I work in Rhode Island, do I get two Instapays and free Even Plus?

Walmart members who work in Rhode Island already have access to Instapay once per week due to weekly pay periods. This means, if you work in Rhode Island you will see no changes to your Instapay access. However, Even Plus will be free until June 30th for Walmart members who work in Rhode Island.



## Connecting with your bank

### **Why does Even need to connect with my bank?**

Even connects with your bank account so it can track the money going in and out. This information is what powers the Even app — without this information, the app won't work.

### **Can I trust Even with my bank information?**

Even holds an A rating with the Better Business Bureau and has passed strict security and privacy compliance audits.

### **Can Even take my money?**

No. Connecting your bank account does not authorize Even to withdraw from your account. Connecting only authorizes Even to privately and securely track money going in and out of your account.

Some employer programs may require you to allow Even to access your account for other purposes. You will authorize these transactions in advance.

### **I have several bank accounts. Which should I connect?**

You should connect the checking account where your paycheck gets direct deposited. If your pay is deposited into multiple accounts, connect the account that receives the largest deposits.

### **I share a bank account with someone else. Can I still use Even?**

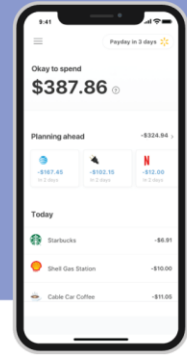
Probably—it depends on a few factors. You may need help from one of the friendly Even Advisors while you're setting up your account. Just tap the in-app chat button and they'll help you out.

### **Why can't I find my bank?**

Despite Even's best efforts to work with all banks, some banks' online technology isn't modern enough to be compatible with the app. If you don't see your bank, feel free to chat with an Advisor. Provide the Advisor with your bank's name and they will do their best to resolve the issue.

### **What if I want to delete my information from Even's system?**

Head to the "Settings" section of the app and select "Delete account and data." If you have an outstanding Instapay deduction, you'll be able to delete your account once the last deduction is complete.



Deleting your account will cancel any Basic or Plus subscription that you were signed up for.

### **What if there's an issue with my bank connection?**

For any bank account connection issues, contact an Advisor via in-app chat.

### **Can Even work with my bank that is located outside of the United States?**

No. Even only works with banks located in the United States.

## Security & Privacy

### **Is Even's system secure?**

Your connection to and from Even is secured using 256-bit end-to-end encryption. Even's systems have been audited for security and compliance and regularly undergo security and privacy audits by some of the nation's largest employers.

### **Will Even sell my information?**

No, Even will never sell your information or data you provide. You can read more about this in Even's [privacy policy](#).

### **Why does Even ask for my phone number?**

Even uses your phone number to create and secure your account.

### **What if I lose my phone?**

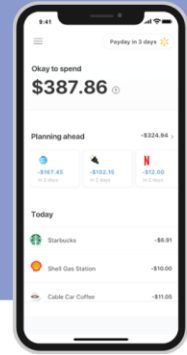
Email [support@teameven.com](mailto:support@teameven.com) with your phone number and Even will immediately disable access to your account.

### **What if I change my phone number?**

Email [support@teameven.com](mailto:support@teameven.com) with your old phone number and Even will update your account.



# Even FAQ for Walmart Associates



## Can Walmart see my information on Even?

No. Even is a third-party provider with existing customers. The financial information you share with Even (bills, expenses, etc.) is only used to help you manage your money. For more details, please review the privacy notice and terms for Walmart associates provided in the Even app.

## Will Walmart know anything about my transactions with Even and PayActiv?

To help Walmart improve its offerings to associates, the Providers (Even and PayActiv) will share with Walmart aggregate, generalized usage statistics about all associates using the application. Walmart will also receive information from the Providers that individually identifies you solely for the purpose of enabling Walmart to pay for, administer and operate the services. Walmart cannot access your Even/PayActiv account or your bank account(s).

## What information about me does Walmart share with Even and PayActiv?

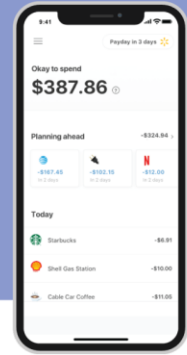
Walmart shares only information that Even and PayActiv require to provide you with the services you request. For more details, please review the privacy notice and terms for Walmart associates provided in the Even app.

## ASSOCIATE PRIVACY POLICY

### Walmart, Even and PayActiv May Share Some of Your Information

When you sign into Even using your Walmart ID, Walmart will share certain payroll-related information with Even and PayActiv (“Providers”) in order for them to provide you with the services. To help Walmart improve its offerings to associates, the Providers will share with Walmart aggregate, generalized usage statistics about all associates using the application. Walmart will also receive information from the Providers that individually identifies you solely for the purpose of enabling Walmart to pay for, administer and operate the services. Walmart cannot access your Even/PayActiv account or your bank account(s).

Walmart does not share with the Providers any information about you beyond what is necessary for them to provide you with the services. The Providers are prohibited from using your information for any purpose other than providing you with the services. The information Walmart gives to the Providers enables them to determine the amount of pay available for any given request you make to receive your earnings in advance of payday. It also enables them to determine your eligibility for the services and manage other administrative requirements needed to deliver the services. Walmart provides to Even: your WIN, first and last name, and the ID number of the facility you work at. Walmart provides to both



Even and PayActiv: your state of residence, your date of hire and, if applicable, termination, payroll start date and end date, your pay, how much time you have worked (for hourly associates), and other Walmart HR administrative information like your employee status and type, and salary plan number. Walmart will stop sharing your information with the Providers if and when you delete your account or unenroll from the services.

We will provide additional notice of significant updates. We will post the date this policy was last updated at the top of the page. Please check back periodically for changes.

## Okay to Spend

### **What’s the difference between my bank balance and the “Okay to spend” amount Even shows me?**

Your “Okay to spend” amount is your bank balance, minus the money you can't spend: money you need for bills and emergency expenses.

### **Is my “Okay to spend” balance up to date?**

Even updates your balance 3 times a day: once in the morning, once around midday, and once in the evening.

## Bills

### **What’s the difference between Even planning my bills and me planning them myself?**

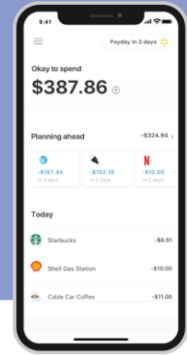
Even spreads your bills evenly across your paychecks, pulling just the right amount of money from each check for each bill. This balancing of pay and expenses is reflected in the “Okay to spend” amount.

For example, if most of your bills are due in the second half of the month, Even will hold aside enough money from your first paycheck of the month, so you don't have to use your whole second paycheck for bills. This leaves you with a more consistent amount of money left to spend after every paycheck.

And, with Instapay, you have peace of mind. If an unexpected expense arises, you will be able to see any Instapays that you have available.



# Even FAQ for Walmart Associates



## How does Even know what bills to budget for?

Even knows what bills to budget for, because it automatically identifies them from past transactions in your bank account. Of course, you can also add bills yourself.

## It didn't find a bill I pay. Why?

Most likely because you pay the bill in a way that the app can't track, like paying by cash or money order.

## Does Even pay the bills for me?

No, you still have to pay the bills yourself for now.

## Even Basic Subscription

### What's included in a Basic subscription?

A Basic subscription includes eligibility for weekly Instapays at no cost and unlimited access to Even's financial planning services. These services help you plan for bills automatically and track your accounts.

### How much does a Basic subscription cost?

Basic subscriptions are free for all associates (Walmart covers the cost.)

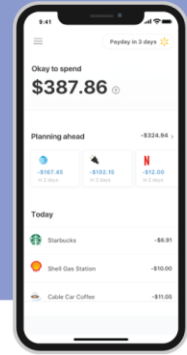
### How do I sign up for Even Basic?

Simply download Even from the App Store and create an account. You will need your Walmart username and password to sign in as a Walmart associate.

### How do I cancel my Even Basic subscription?

Head to the "Settings" section of the app, and select "Delete Even account and data."

Deleting your account will cancel your Even Basic subscription. There is no way to cancel your Even Basic subscription without deleting your entire Even account.



## Even Plus Subscription

### What's included in an Even Plus subscription?

Even Plus includes unlimited access to Even's financial planning services and the ability to use Instapay. You will have one Instapay available to use per week.

### How much does an Even Plus subscription cost?

Even Plus is free for associates until June 30<sup>th</sup> as part of Walmart's COVID-19 response.

If you opt into the Plus subscription after the free period, it costs \$6/month. The Even Plus Fee will be deducted from your paycheck 30 days after you initiate your free month. During a Plus subscription, you will be able to conduct one Instapay transaction per week.

You can always see the date of your next Even Plus Fee deduction by going to the "Membership" section of the app.

### How do I cancel my Even Plus subscription?

You can cancel your Even Plus subscription by going to the "Memberships" section of the app and selecting "Downgrade to Even Basic."

## Instapay

### What is Instapay?

Instapay is an Even Basic and Even Plus feature that gives you access to wages you've earned, but haven't yet been paid.

### Who can use Instapay?

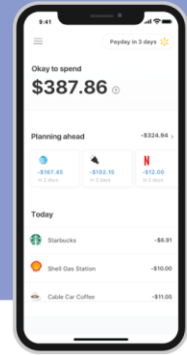
Most Walmart associates in the United States.\* This includes both hourly and salary associates, as well as all associates in Walmart, Sam's Club, logistics, home office, and other locations.

\*Excluded from receiving Instapay are the following: Executives, International, Puerto Rico, U.S. truck drivers, associates not on US Payroll, and associates who work in NY.





# Even FAQ for Walmart Associates



## **I work in New York, New Jersey, or Massachusetts. Do I get access to Instapay and free Even Plus?**

Members who work in New Jersey or Massachusetts will now have access to one Instapay per week and free Even Plus until June 30th.

Unfortunately, members who work in New York will not be able to access these benefits at this time.

## **How does Instapay work?**

Even works with Walmart's payroll and timesheet systems to see how much of your unpaid wages are available to access. You tell us how much of your available already-earned wages you need, and Even sends them to you.

## **Can I use Instapay without connecting my bank?**

If Even isn't compatible with your bank, you may still be able to use Instapay. Please check with an Advisor for details.

## **Who can use Instapay without connecting a bank?**

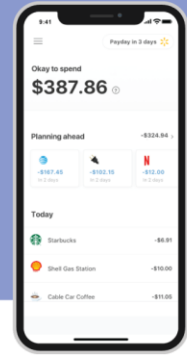
If Even can't connect to your bank, as long as you're eligible for Instapay and there is a verified bank account on file, you'll still be able to request an Instapay.

Please note that Walmart Money Network Pay Cards are compatible with Even, so if you have a Walmart Money Network account, you'll need to connect it before you can use Instapay.

## **How does using Instapay without a bank connection work?**

Even sends these Instapays the same way it sends Instapays when your bank account is connected. As long as your bank account is verified and you're eligible for Instapay, we'll be able to deposit funds. To verify a bank account, we ask you to provide account and routing numbers. If you're having trouble finding these numbers, check your bank's website or ask an Advisor for help.

Please note that though you usually need to provide Even with account and routing numbers, some bank accounts verify automatically.



## **When can I use Instapay without a bank connection?**

You may only use Instapay without a bank account connection when a pay period is open. After a pay period has closed, Walmart is not able to accept paycheck deductions for Instapay. To use Instapay after the pay period closes, Even needs to be connected to the bank account where 60% or more of your paycheck is deposited on payday.

If you're unsure whether or not the pay period is closed, chat with an Advisor through the app for help.

## **Will Instapay let me receive my full paycheck earlier than usual?**

With Instapay, you can access up to 50% of your net pay before payday. Instapay does not allow you to receive your full Walmart paycheck ahead of schedule.

## **Where does Even send the money?**

Even sends money to the bank account you provide account and routing numbers for. It's best to provide account and routing numbers for your paycheck direct deposit account.

## **How long does it take to verify my account through the test deposits?**

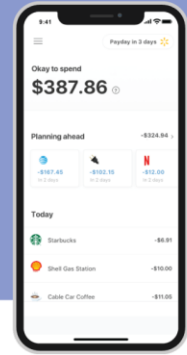
It takes one full business day for us to verify your bank account. We verify your bank account by sending two small test deposits (each under \$1) using the account and routing numbers you provide.

## **What are the test deposits?**

The test deposits are a small payment (each under \$1) that we send to the bank account for which you provide account and routing numbers. We use the test deposits ensure we're sending money to the correct bank account.

## **Does Even take back the test deposits?**

Yes. Shortly after the test deposits arrive, Even will automatically debit the same account for the same amount as the test deposits.



## What if I don't receive the two test deposits?

If you didn't receive the two test deposits, it likely means we don't have the correct account and routing information for your bank account. If this is true, we'll notify you so you can provide us with the correct numbers.

## How much money can I get?

It depends on how much you've worked. You can always see the exact amount available to you in the "Instapay" section of the app.

Instapay is limited to 50% of the net pay you've earned at that point in time. Net pay is the amount you earn after taxes and other deductions.

## Is Instapay tax free?

Instapay is based on your post-tax income. There is no need to file additional forms (such as 1099s) for any Instapays you receive.

## How long does it take to get money?

It takes one business day for your bank to make Instapay funds available to you.

## Why is my Instapay use limited?

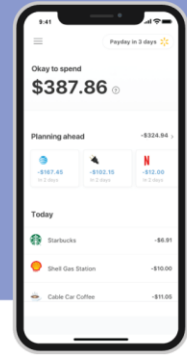
Instapay use is limited to help manage cash flow. Instapay is limited to a specific percentage of your paycheck to ensure that you have enough funds available throughout your next paycheck cycle. Using Instapay multiple times per pay cycle could leave you unprepared for large expenses, like rent or utility bills.

## Are there any additional fees or interest?

No. There are no fees or charges.

## How is Instapay different from credit cards or a loan?

Instapay allows you to access wages that you've already earned, without needing to pay any interest. It's not borrowing; it's your money.



## **How do I settle up my balance after an Instapay?**

After you receive an Instapay, one of two things will happen: either a deduction that you authorize for the exact same amount you received in the Instapay will come out of your next paycheck OR your connected bank account will be debited for that amount on your next payday.

Deductions from bank accounts only occur when an Instapay request is made too close to a payday to be processed directly through your paycheck.

The “Instapay” section of the app will clearly show where the deduction will come from before you submit an Instapay request.

## **Why are Instapay deductions sometimes made directly from paychecks as a payroll deduction, and sometimes from my connected bank account on payday?**

If you use Instapay close to an upcoming payday, the deduction cannot be made directly from your paycheck. This is because your paycheck has started being processed. Instead, the deduction will be made from your bank account on that upcoming payday.

You’ll be able to see clearly where the deduction will come from in the “Instapay” section of the app.

## **Will taking an Instapay affect my other deductions like the 401(k) or the Associate Stock Purchase Plan?**

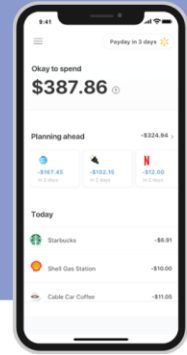
The amount of money that you can get early through Instapay takes into account your normal deductions for things like the 401(k) or the Associate Stock Purchase Plan. If your actual paycheck does not leave enough money to fully apply your deferral election(s), no 401(k) or Associate Stock Purchase Plan deferral will be taken. In other words, a partial deferral will not be taken. Please contact the Walmart People Services team at 800-421-1362 if you have any questions about your deductions.

## **What happens if I just changed my paycheck direct deposit account - can I still use Instapay?**

As long as your bank account is connected, your account and routing numbers have been verified, you’ve earned enough net pay, and you’re not excluded from using Instapay (see “Who can use Instapay?”), you’ll be able to access Instapay.

## **My Instapay repayment failed. What happens now?**

If an Instapay repayment from your bank account fails, it will be repaid via bank account withdrawal on your next payday. Please note that repayments are scheduled for official Walmart paydays, even if your bank makes paychecks available early. You won’t be able to take out another Instapay until the outstanding one is fully repaid.



## About Even

### When was Even founded?

Even was founded in fall 2014 and started serving the first Even members in spring 2015.

### Where are the Even offices?

Even's main office is in Oakland, California. It also has an office in New York City.

### How does Even make money?

Even makes money from subscription fees and partnerships. That's it.

### Where else can I read about Even?

[The New York Times](#), [Forbes](#), [Newsweek](#), [Fast Company](#), and many other publications have written about Even.

### Where can I go for more answers?

You can use the “Get Help” section of the Even app to chat with an Advisor or contact Walmart People Services by calling 800-421-1362.