



PAY CARD REQUEST FOR PROPOSAL SAMPLE QUESTIONS

1. General Requirements

- 1.1. What type of pay card do you offer?
- 1.2. Can the card be instantly issued and replaced?
- 1.3. What type of security is provided for card transactions?
- 1.4. Who is the issuing bank for the card?
- 1.5. Are funds accessed by the card insured by the Federal Deposit Insurance Corporation (FDIC)?
- 1.6. Does your card program comply with the Electronic Funds Transfer Act (EFTA) and Regulation E?
- 1.7. Who is responsible for unauthorized card transactions and what is the total amount of liability?
 - 1.7.1. Are there any exceptions in liability for unauthorized ATM/POS transactions?
 - 1.7.2. Are ATM transactions covered under your liability policy?
- 1.8. Who is responsible for signature-debit card fraud?
- 1.9. Does your company handle escheatment compliance?

2. Card Functionality

- 2.1. Where can the card be used?
- 2.2. Are all financial transactions PIN-secured?
- 2.3. Can the card be overdrawn? If yes, who assumes the liability for overdrafts?
 - 2.3.1. What happens if the employee terminates and there is an overdraft?
- 2.4. How are funds "loaded" on the card? Can funds be loaded in real-time?
- 2.5. Does your card offer access to surcharge-free ATMs?
- 2.6. Can cardholders obtain "cash back" at the point-of-sale with the card?
- 2.7. Can the card be used to pay bills?
- 2.8. Does your card provide check writing capabilities?
- 2.9. Can an employee have multiple cards for family members?
- 2.10. Does your card support card-to-card transfers?
 - 2.10.1. For example, transfer funds from the primary card to a secondary card?
 - 2.10.2. Can transfers be done in real-time?
- 2.11. Can the card be linked to any checking account in the U.S.?

3. Payroll Funding

- 3.1. How are payroll funds loaded to cards?
 - 3.1.1. ACH direct deposit?
 - 3.1.2. ACH credit and batch upload?
 - 3.1.3. Wire transfer?
 - 3.1.4. ACH debit?
 - 3.1.5. Other?
- 3.2. Can funds be loaded to cards in real-time?



Electronic Payment & Transfer Corp™

- 3.3. Does your company provide an alert or confirmation message each time funds are loaded to employees' cards with a listing of loaded cards?
- 3.4. When would it be required to fund the payroll cards?

4. Employee Enrollment

- 4.1. How are employees enrolled in your card program?
- 4.2. Can cards be instantly issued to employees?
 - 4.2.1. If not, how long must employees wait to receive a card?
- 4.3. What information or documentation do employees receive before and after enrollment?
- 4.4. How are cards activated? Can cards be activated through the web, telephone, etc.?

5. Program Administration

- 5.1. Does your company provide a secure website for payroll administration?
- 5.2. Does your company provide a secure website for employees to access card information?
- 5.3. Does your company provide electronic pay stubs on-line?
- 5.4. Does your company provide 24/7 "live agent" customer service?
 - 5.4.1. Do "live agents" speak fluent English and Spanish?
- 5.5. Does your company provide a 24/7 automated telephone system for routine balance inquiries, transaction history information, etc.?
- 5.6. How are cards replaced when lost or stolen?
 - 5.6.1. Can employees be instantly issued a card replacement?
 - 5.6.2. If not, how long must an employee wait to receive a replacement card?
 - 5.6.3. How does an employee get access to their funds while waiting for a replacement?

6. Reporting

- 6.1. Can cardholder obtain balance and transaction history information online in real-time?
- 6.2. What type of query capabilities does your system have?
- 6.3. Are queries and reports performed on-demand in real-time?
- 6.4. How are query results accessed (e.g., online, paper, fax)?
- 6.5. Are cardholder data maintained in an online, real-time environment?

7. Employer Costs

- 7.1. Is there a set-up fee or implementation fee?
- 7.2. Are there any monthly fees for your program?
- 7.3. What are plastic/card costs?
 - 7.3.1. Are there any fees for the cardholder agreement and disclosures?
 - 7.3.2. Are there any fees for additional cards?
 - 7.3.3. Are there any fees for employee marketing material?
- 7.4. Are there any fees for card activation?
- 7.5. Are there any fees for card loads?
- 7.6. Are there any fees for card replacements?
- 7.7. Are there any fees for overdrafts?
- 7.8. Are there any fees for reports?
- 7.9. Are there any fees for ACH exceptions or other research items?
- 7.10. Are there any fees for customer service or help desk support?



Electronic Payment & Transfer Corp™

- 7.11. Is a reserve account required?
- 7.12. Are there any processing fees or transaction fees?

8. Employee Costs

- 8.1. Application or enrollment fees?
- 8.2. Monthly fees?
- 8.3. ATM fees?
- 8.4. POS fees?
- 8.5. Overdraft fees?
- 8.6. Load fees?
- 8.7. Statement fees?
- 8.8. Lost/stolen card replacement fees?
- 8.9. Inactivity/dormancy fees?
- 8.10. Check writing fees?
- 8.11. Bill payment fees?
- 8.12. Customer service fees?
- 8.13. Automated telephone system fees?
- 8.14. Money transfer fees?
- 8.15. How does an employee view these fees (e.g., web, telephone, agent, etc.)

9. Security

- 9.1. Does your company have a disaster recovery plan?
- 9.2. Describe how your product keeps information within your system secure from unauthorized access.
- 9.3. Has your company been certified compliant with the Payment Card Industry (PCI) Data Security Standard?
- 9.4. Does your system require multifactor authentication?
- 9.5. Describe your product's Sarbanes-Oxley 404 compliance.
- 9.6. Describe the security model used within your system.

10. Company Background

- 10.1. Describe your company
- 10.2. How long has your company been issuing pay cards?
- 10.3. How many employees work directly for your company?
- 10.4. What is the number of support staff for your pay card?
- 10.5. Where is your company headquarters?
- 10.6. Please provide three customer references including company name, address, city, state, zip code, number of active cards, contact name and telephone number