

## Regions Early Pay Frequently Asked Questions

In our continuous efforts to make banking easy for our clients, Regions will soon introduce Early Pay, a new feature of Regions checking, savings or money market accounts or Regions Now Card® designed to provide consumer customers with earlier access to certain payments via direct deposit.

**Q: I have a personal account receiving a direct deposit early. My business is receiving an electronic credit, but it's not early. Why not?**

**A:** Only certain types of Regions electronic deposits are eligible for Early Pay direct deposit. Our system identifies consumer credits as direct deposit payments. Other types of electronic credits, specifically for business payments, do not qualify for Early Pay.

**Q: I have a business that pays my employees through direct deposit originated at Regions. A number of my employees are not receiving the early direct deposit. What do I need to do to ensure they get their deposit early?**

**A:** The bank receiving the direct deposit for your employees is responsible for posting these transactions on or before the effective date of the payment. Regions offers this feature for consumer transactions identified as direct deposit payments to your employees with a Regions consumer checking, savings or money market account or Regions Now Card. However, not all banks offer this service, and some may only offer it for certain accounts.

**Q: With the new direct deposit program, will funds have to be available in my payroll account ahead of time for employees to receive the direct deposit sooner?**

**A:** There will be no change in the day your account is debited to fund your payroll.

**Q: I pay my employees through direct deposit originated at Regions. If I want my employee to be paid early, is there a cost to be enrolled in that service?**

**A:** There is no additional cost to you or your employees for the early direct deposit service.

**Q: How early will my employees who bank with Regions be paid if I send my payroll entries for processing with the qualifying entry descriptions?**

**A:** Regions consumer account holders may be paid up to two days early, depending on when you send your payroll entries.

### Additional Questions?

If you have further questions, contact your Treasury Management Relationship Manager or Client Services at 1-800-787-3905 or [clientservicesgroup@regions.com](mailto:clientservicesgroup@regions.com).

