



Frequently Asked Questions

I've been asked by a team member, 'What is Fuego?'

- Fuego On-Demand Pay is a downloadable app that offers both Earned Wage Access (EWA) and the Fuego Visa® Card. On-Demand Pay allows employees to draw down up to 50% of their earned wages ahead of payday
- The offer is generated based on the hours worked within the current pay period
- Depending on your setup the offer may also be influenced by tip data – you can check this with your Payroll team
- The Fuego Visa Card allows employees to have access to a prepaid card and the setup comes at no cost to you. There may be nominal costs associated with a wage draw depending on the type of transaction

How do my employees get access now that my establishment offers Fuego?

- Fuego is available as a downloadable app only. Employees can download the app free of charge from either the Google Play Store or Apple App Store, it's not available on a tablet or any other electronic device¹
- Employees can also log into Hot Schedules and a Fuego offer banner will be presented at the top of their schedule prompting employees to download the Fuego app
- The Fuego app can be used both in English and Spanish

How does drawing wages early impact an employee's pay?

- The employee's pay will be calculated as normal; the only difference is that there will be a deduction reflected in the payslip, based on the value of any draws and associated fees made by the employee during that payroll period

How much does Fuego cost?

- The Fuego app is free to download¹
- On-Demand draws are free of charge if your employee applies for a Fuego Visa Card account and sets up their pay to go to that account
- On-Demand draws to other bank accounts or debit cards come with a nominal cost to cover processing any fees

A team member is leaving us. Will this impact their Fuego Visa Card account?

- Not at all, the Fuego Card account is separate to their relationship to you as an employer for on-demand pay draws



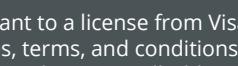
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1. Standard rates for data and messaging may apply from your wireless provider.

For support call us @ 1-855-715-8518, or visit us at getfuego.com

The Fuego Visa Card is issued by Central Bank of Kansas City, Member FDIC, pursuant to a license from Visa U.S.A., Inc. and may be used everywhere Visa debit cards are accepted. Certain fees, terms, and conditions are associated with the approval, maintenance, and use of the Card. You should consult your Cardholder Agreement and the fee schedule at www.getfuego.com/legal. If you have any questions regarding the Card or such fees, terms, and conditions, you can contact us toll-free 24/7/365 at 1-855-715-8518.



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How can I help ensure my team benefit from Fuego?

- Please use the posters provided to advertise Fuego around your site
- Creating a broadcast in HotSchedules will help spread the message too – you can follow this guide here: [HotSchedules: How to Create a Broadcast](#)
- The On-Demand Pay offer is based on hours worked. Typically this will come from the POS or HotSchedules, but wherever you review hours, make sure this is done as soon as you can so the right information feeds through to Fuego

Some of my team work in multiple locations. How does that work?

- Employees working across multiple locations will receive offers based on hours worked across your organization, as long as their Payroll ID is the same everywhere

My employee wants to set up direct deposit to their Fuego Card

- Your payroll administrator or HR team will be able to tell you what's needed to set this up

Can I use Fuego to draw my own wages early?

- Right now using Fuego to draw wages early is only available for hourly employees. Team Fuego is working on a solution for salaried team members to also benefit. In the meantime, you can always download the Fuego app and apply for a Fuego Visa Card Account

My employee has an issue with the Fuego app, where can I direct them?

- The best way to get any individual queries resolved is for the employee to contact Fuego support by either using the Help & Customer Service section in the Fuego app or by calling 1-855-715-8518

How do I find out more about Fuego?

- You can find more information about Fuego at www.getfuego.com. Additionally, support articles are available on the Customer Success Portal which is where you can also sign up to follow Release Notes about Fuego. Or for live support, you can always call 1-855-715-8518 for support



For general questions,
please visit

www.getfuego.com/help



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