



Suspicious Activity FAQ

What Do I Do If I See Suspicious Activity In My DailyPay Account?

If you believe there has been suspicious activity in your account you should immediately contact DailyPay's Trust and Safety Team

- This can be done via Customer Support or by calling the DailyPay Safety and Trust hotline at 1-866-438-1968
- Alternatively, you can [email](#) or [chat](#) to DailyPay Customer Support
- Managers can also inform/escalate through [Partner Support](#) or their dedicated Partnership Manager.

It is critical that you speak with a member of the DailyPay Safety and Trust team so that DailyPay can secure your account.

What Information Will I Need When I Contact DailyPay?

In order to investigate your report, please have the name of your employer, the last four digits of your bank account or debit card, your contact information, a valid form of identification and a recent paystub. You may also be directed to update your bank account or debit card information directly in the DailyPay app. This is necessary in order for DailyPay to provide a provisional credit to the correct bank account or debit card, and remove any incorrect information that may have compromised your account.

What Happens After I Initiate My Claim?

DailyPay will secure your DailyPay account and initiate an investigation. Your DailyPay Balance will be refunded to you promptly to avoid further issues. If the suspicious activity causes your pay to be diverted to an account that is not yours or you do not control, we will help you secure your DailyPay account and reimburse your payday funds. Most users will receive their funds within 1 business day. The investigation into the suspicious activity in your DailyPay account should be completed within 3 business days although depending on the circumstances that time frame could vary in either direction. To help resolve the issues with your account quickly, please be sure to respond to the DailyPay Safety and Trust team in a timely manner.

I Never Signed Up For DailyPay, Did Not Receive My Paycheck and My HR Department Told Me It Was Sent To DailyPay - What Should I Do?

You should contact DailyPay immediately to report this issue. A member of the DailyPay Safety and Trust team will investigate and work with you to get your payday funds refunded.

What Happens Once The Investigation is Complete?

Once your DailyPay account has been secured by our Safety and Trust team and all unauthorized transactions reimbursed, you may elect to have your DailyPay account (1) immediately canceled and/or (2) permanently closed, or (3) moved to an active status. Once an account is closed, it cannot be reactivated without a user contacting customer support and providing identity verification, e.g. personal identification and paystub.