

## **EWAP FREQUENTLY ASKED QUESTIONS**

### **1. What is Chinabank Earned Wage Access Plus?**

- Chinabank Earned Wage Access Plus or EWAP is a product that allows employees of eligible Chinabank Payroll Companies to withdraw a portion of their earned salary before the scheduled payroll crediting date via a mobile app. On the next payday, the withdrawn salary will be automatically deducted from the employees' Chinabank payroll account thru Auto Debit Arrangement.

### **2. Through which mobile app can this be accessed?**

- Chinabank Earned Wage Access Plus can be accessed thru Paywatch app which is available both in Apple AppStore and Google PlayStore.

### **3. Is this available for all Chinabank Clients?**

- EWAP is only available for employees of eligible Chinabank Payroll Companies.

### **4. Are all Payroll Companies eligible to enroll their employees to Earned Wage Access Plus?**

- Not all Chinabank payroll companies can offer this program to their employees, only payroll companies who have met the eligibility criteria for Earned Wage Access Plus will be accredited for EWAP.

### **5. What are the roles of the eligible payroll company?**

- Eligible payroll companies shall be responsible for the following:
  - i. Enrolment of nominated / endorsed employee
  - ii. Maintaining of employees' status (Suspended / Not Suspended)
  - iii. Updating employee information

### **6. How will the company be able to enroll, maintain and update employees?**

- Companies will be given access to a web portal where they can perform their various roles, monitor and download reports.

### **7. How will employees know if EWAP is available for them?**

- Eligible employees will receive a message or notification that they can download and register in EWAP app. The app validates information that has been uploaded and approved in the system versus the details entered in the application during registration. If information matches, the employee will be able to complete registration and confirm acceptance of terms & conditions (including ADA and assignment of last pay)

### **8. How can employees access their EWAP?**

- Employees simply need to log-in the EWAP app to see up to how much they can withdraw for the day. Since this is running on an app, EWAP withdrawal is available 24x7.

### **9. How much can employees withdraw from their EWAP?**

- Eligible employees can withdraw as low as P1,000.00 up to the prescribed percentage assigned by the company but not to exceed 50% of the earned salary or an aggregate withdrawal of P30,000.00 per cut-off.

**10. What will be the basis of the withdrawable amount?**

- Withdrawable amount is based on the declared salary of the employer for each employee multiplied by the EWAP withdrawal percentage, less the amount already withdrawn.
- The salary shall be accrued daily and will be computed based on an assumed present arrangement wherein the system assumes that an employee has reported for the day as long as his status in the system is “Not Suspended”.
- Once the employee gets suspended, employee will no longer be able to withdraw.

**Example:**

**Declared Salary:** P1,000 per day

**Withdrawal %:** 50% of Earned Wage

Day	1	2	3	4	5	6	7
Earned Wage	1,000.00	2,000.00	3,000.00	4,000.00	5,000.00	6,000.00	7,000.00
Avail for Withdrawal	500.00	1,000.00	1,500.00	2,000.00	2,500.00	3,000.00	3,500.00

**11. Are employees required to withdraw the full EWAP amount?**

- No, employees may withdraw a fraction or the full EWAP amount as they wish as long as the withdrawal transaction shall be within their available balance and will not exceed the aggregate limit per cut-off.

**12. How will the employees receive their EWAP withdrawals?**

- Proceeds of EWAP withdrawals will be credited directly to the employees’ Chinabank Payroll account where they can perform fund transfer, bills payment, ATM withdrawal, etc.

**13. Will the employees be charged with interest and other charges?**

- Interest will not be charged for each withdrawal from EWAP, instead, a processing fee of 2% of the withdrawn amount or P150 whichever is higher will be collected and deducted from the proceeds of each EWAP withdrawal request.

**14. Can an employee request for multiple EWAP withdrawals?**

- Within a payroll period, employees may request multiple withdrawals as long as it is within their limits. All withdrawals done within the payroll period will be debited per item on the immediate payroll crediting date.

**Example:**

**Payroll Period :** November 1 to 15

**Withdrawals:**

Withdrawal Date	Withdrawn Amount	Net Proceeds
November 5	5,000	4,850
November 10	3,000	2,850

**Debit:**

Payroll Date	Amount Debited
November 15	5,000
November 15	3,000

**15. What will happen to the remaining EWAP withdrawable amount that has not been withdrawn?**

- Unused EWAP balances will continue to accrue within the payroll period, less the amount previously withdrawn within the same payroll period, if any.

**Example:**

**Payroll Period** : November 1 to 15

**Declared Salary**: P1,000 per day

**Withdrawal %** : 50%

Day	1	2	3	4	5	6	7
Earned Wage	1,000.00	2,000.00	3,000.00	4,000.00	5,000.00	6,000.00	7,000.00
Avail for Withdrawal	500.00	1,000.00	1,500.00	2,000.00	2,500.00	3,000.00	2,500.00
Withdrawn Amount	-	-	-	-	-	1,000.00	-
Total Withdrawn Amount	-	-	-	-	-	1,000.00	1,000.00
Day	8	9	10	11	12	13	14
Earned Wage	8,000.00	9,000.00	10,000.00	-	-	-	-
Avail for Withdrawal	3,000.00	-	500.00	-	-	-	-
Withdrawn Amount	-	3,500.00	-	-	-	-	-
Total Withdrawn Amount	1,000.00	4,500.00	4,500.00	4,500.00	4,500.00	4,500.00	4,500.00
Day	15						
Earned Wage	-						
Avail for Withdrawal	-						
Withdrawn Amount	-						
Total Withdrawn Amount	4,500.00						

**16. Until when can an employee withdraw?**

- EWAP withdrawals will be available up to 2 banking days before the scheduled payroll crediting date.

**Example:**

**Payroll Period** : November 1 to 15

**EWAP Cut-off** : 2 banking days before payroll crediting date

**Declared Salary**: P1,000 per day

**Withdrawal % : 50%**

Day	1	2	3	4	5	6	7
Earned Wage	1,000.00	2,000.00	3,000.00	4,000.00	5,000.00	6,000.00	7,000.00
Avail for Withdrawal	500.00	1,000.00	1,500.00	2,000.00	2,500.00	3,000.00	2,500.00
Withdrawn Amount	-	-	-	-	-	1,000.00	-
Total Withdrawn Amount	-	-	-	-	-	1,000.00	1,000.00
Day	8	9	10	11	12	13	14
Earned Wage	8,000.00	9,000.00	10,000.00	11,000.00	12,000.00	-	-
Avail for Withdrawal	3,000.00	-	500.00	1,000.00	1,500.00	-	-
Withdrawn Amount	-	3,500.00	-	-	-	-	-
Total Withdrawn Amount	1,000.00	4,500.00	4,500.00	4,500.00	4,500.00	4,500.00	4,500.00
Day	15	Withdrawal no longer allowed					
Earned Wage	-						
Avail for Withdrawal	-						
Total Withdrawn Amount	4,500.00						

**17. How will employees pay their EWAP withdrawals?**

- All withdrawals made within the payroll period will be debited per item on the immediate payroll crediting date via an Automatic Debit Arrangement (ADA).

**18. Will the bank apply ADA on the employees’ money saved in their payroll account?**

- No. EWAP shall only perform ADA from the proceeds that will be credited to their payroll account using Chinabank Payroll facility as it is triggered by the payroll tran code. In case there will be an FT transaction or remaining funds on the payroll account of the employee, the system will not affect ADA on any of those funds.

**19. What will happen if the payroll credit is insufficient to cover for all my EWAP withdrawals?**

- EWAP will remain unpaid. Collections team will reach out to the employees for payment instruction.

**20. What are the consequences of having an unpaid EWAP withdrawal?**

- EWAP will no longer be accessible for employees with remaining unpaid EWAP balance.
- Even if the employee resigns and transfers to another EWAP eligible company, enrollment of employees with remaining EWAP balances will be rejected.
- Unpaid EWAP balance will be subjected to penalties and other charges and will be collected by our Collection team directly from the employees.

**21. What will happen if an employee resigns and still has unpaid EWAP balance?**

- As part of the Terms & Conditions of the product, the employee has agreed to assign their last pay to cover for any unpaid EWAP balance which the payroll company will automatically deduct from the employees’ separation pay. If this still remains to be insufficient, remaining balance shall be subjected to penalties and other charges and will be collected by our Collection team directly from the employees.

**22. Who can the Payroll Company and its Employee contact for questions on EWAP Web Portal, Mobile Application?**

- For Portal or Application related features, the clients may create a ticket via the Portal or the Mobile App or directly contact Paywatch Support Team at [support.ph@paywatchglobal.com](mailto:support.ph@paywatchglobal.com).

**23. Can the employees request to change their registered mobile number and other personal information in the app?**

- To request for change in mobile number and other personal information, the employees need to call our Customer Service Hotline or go to their branch of account for proper verification and handling.

**24. If an employee gets salary increase and still sees the same EWAP limit in the app, who can they talk to for the updating of their EWAP limits?**

- All work-related updates of an employee should be coursed thru their respective HR representatives. Only the employer has the capability to update work information of the employee.

**25. Why is the WITHDRAW button not available even if the employee sees an available EWAP balance?**

- Withdraw button will not be available for employees under the following scenarios; (a) employee failed to settle or pay their EWAP balance from their previous cutoff or (b) when they have not met or may have exceeded the minimum and maximum withdrawal limits.

**26. If the employer or an employee cannot access or keeps getting errors on either the Employer Portal or Mobile App, who can they reach out to?**

- For Portal or Application related errors, the clients may create a ticket via the Portal or the Mobile App or directly contact Paywatch Support Team at [support.ph@paywatchglobal.com](mailto:support.ph@paywatchglobal.com).

**27. Employee sees unauthorized transactions in the app, what can they do?**

- Employee may create a ticket via the Portal or the Mobile App or directly contact Paywatch Support Team at [support.ph@paywatchglobal.com](mailto:support.ph@paywatchglobal.com) or directly contact Chinabank Customer Service Hotline.

**28. The app says employee's withdrawal is successful but was not credited or the amount credited did not match the net proceeds (withdrawn amount less processing fee) from the withdrawal, what can they do?**

- Employees should call Chinabank Customer Contact Center hotline to log the dispute.