

Wagestream | Fourth
EMPLOYEE FAQs

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About

What is Wagestream?

[Wagestream](#) is a charity-backed organisation used by over 650,000 people globally. They partner with a range of businesses – including a number of NHS Trusts – to let staff track and instantly access their wages whenever they need to, save direct from their salaries, and access financial education.

Their mission is to improve the financial resilience of all working people by providing financial products and services that give and don't take.



Track

Track what you earn in the app in real-time, review your activity history, and set monthly reminders to ensure you never miss a payment.



Stream

Transfer a percentage of your earned wages directly into your bank account at any point in the pay period, whenever you need.



Save

The in-app savings pot feature lets you save money direct from your salary and be in with a chance of winning matching **cash prizes** each month!



Coach

Tap on **Coach** for access to a financial education section containing tips, tricks & short in-app courses to help you make the most of your money.

Why has my employer partnered with Wagestream?

We think that Wagestream is a useful and responsible addition as it:

- is designed to give colleagues more options when facing a financial emergency.
- has sensible limits built in.
- offers an easy way to save, helping build colleagues' financial resilience.
- provides free financial products and services that give and don't take, available day or night.

How does Wagestream work?

Instant access

At the touch of a button, the Wagestream app allows you to access a portion of your earned income – every hour of every day. Log into the app to view your accrued wages, then instantly select the amount you wish to stream directly into your bank account.

Available balance

Your balance will accumulate from either worked shifts or salary accrual throughout each pay period and reset on payday.

Financial flexibility

As Wagestream is not a loan you never have to worry about paying someone back. The funds you transfer are your earned wages and will be reconciled automatically on your next payday along with any corresponding fees.

What is the cost to use Wagestream?

The app is free to download and the first 10 transfers of a pay period will incur a convenience fee of £1.75 each. Any fees incurred beyond those 10 transfers will be directed back to your net pay on payday. This will be available to view on your [Wagestream statement](#).

No matter the amount you choose to transfer, **these fees are the only cost to use Wagestream**. At the end of the pay period, any of your net salary not already accessed will be paid as normal, minus any convenience fees.

Will I be charged a fee if I don't stream?

No — if you don't stream, you don't pay any fees. You can use all of the other features Wagestream has to offer for free, such as tracking your wages in real time, setting recurring payment reminders, utilising the financial well-being learning tool or savings scheme, and more.

Does Wagestream affect my credit score?

No. As Wagestream is not a loan, they do not share data with any credit reference agencies.

Enrolling with Wagestream

Do I meet eligibility requirements to join the Wagestream service?

Leavers are ineligible to use Wagestream. Any other ineligibilities will vary from company to company; please check with your employer to confirm your eligibility.

My salary is paid into my building society account. Can I still use Wagestream?

This depends on the type of account you have with your building society. Whilst most standard UK bank accounts have an 8-digit account number and 6-digit sort code, some accounts utilised by a building society may also have what's referred to as a 'building society roll number' or just a 'roll number' — a reference code with letters and numbers.

Banking accounts that require this additional roll number are not compatible with the Wagestream platform and an alternative will need to be used.

To check whether a bank or building society you're sending money to can receive Faster Payments, use this [sort code checker](#).

I'd like to enrol in Wagestream. How do I get started?

Eligible employees will receive an invitation to enrol via email containing login instructions. If you do not receive this email, please reach out to your employer to ensure they hold your current email address.

NOTE: *The email address you use for Wagestream cannot be an email address that you share with another person (e.g. a partner or spouse).*

Step 1: Download the Wagestream application

Download the Wagestream app for free from the [Apple App Store](#) or [Google Play Store](#) on your iOS or Android smartphone or tablet. Please note that desktop and other mobile operating systems are not supported at this time.

Step 2: Enrol through the Fourth application

You can then enrol directly through the Fourth application to start the enrolment process. For step-by-step instructions, please visit [How to Enrol](#).

PLEASE NOTE: *If you have not already set up the Fourth app, you will first need to do so before you can enrol in Wagestream. If you have any questions on how to set up the Fourth app, please contact your HR or People Team.*

If you run into any trouble during this process, please contact the [Wagestream Customer Support team](#) for assistance.

How long will my enrolment take to complete?

Enrolling with Wagestream takes less than a minute. However, once you have completed your part of the process, a few items behind the scenes will need to take place before your enrolment is complete, which typically will take up to 48 hours.

If you have requested to enrol within 3 days before payday, your enrolment will process after your next payday. You will receive an email confirmation upon completion.

Using Wagestream

How is my available balance(s) in the Wagestream app calculated?

If you haven't earned it, you can't access it

SHIFT/HOURLY PAY

Wagestream will directly sync with the Fourth system daily to detect any finalised shifts. Once a shift has been formally finalised and the rota submitted by your manager, the available percentage should appear in the Wagestream app within 24 hours.

- **NOTE:** Holiday, maternity leave, and sick pay will **not** be included in this amount for hourly shifts.

SALARIED PAY

Salaried colleagues will see a percentage of your gross pay accrue once daily on the app from Monday through Friday by taking your annual salary and calculating a daily rate based on the number of business days during the month in question. This may mean that your daily accrued balance looks slightly different month on month.

Only a percentage of these earned wages are eligible to access

Your employer supports your financial health by setting certain limits on all Wagestream activity to protect colleagues from accessing too much too soon, leaving you with limited funds on payday.

- Only a select percentage of your earned wages are available to access as they are earned. This percentage varies based on your employer.
- Depending on your employer, employees may stream up to £3000 per pay period.

Minimum transfer limits will also be set

Your available balance shown in the Wagestream app must be above £10 before you can make a transfer.

How do I transfer my wages?

1. Once successfully enrolled, log into the app and check your available balance(s). This can be located on the central tab of the app.
2. Slide the bar to the right to select the amount you want to transfer.
3. Once satisfied hit the **Transfer** button. The money will be in your account within a few seconds, via Faster Payments.

For detailed instructions, please visit [How to Access Your Wages](#).

How will my shifts appear in the Wagestream app?

Earned wages from worked shifts within the current pay period will appear in Wagestream as they are approved and finalised by your manager. Wagestream will receive finalised shifts from Fourth every 8 hours.

Why haven't my shifts updated?

The most common reasons why shifts are not appearing as expected in the app are:

- Your manager has not yet finalised your shift.
- The rota has not yet been approved and submitted.
- Wagestream has not been sent any new shift data (we sync with your employer approximately every 8 hours).

If you feel you are missing shifts worked that should be appearing in the app, please speak to your **manager** to resolve.

Please note that Wagestream is completely reliant on the shift data received directly from your employer and Fourth and cannot manually add any shift data on your behalf.

How can I opt in to the Save feature?

Save is a micro-savings project brought to you by Wagestream. The idea is to automatically set aside a small amount from your paycheck, allowing you to build up a rainy-day fund.

- Set a savings goal and easily save up to a total of £1000.
- Save as little as 50p per pay period, up to a maximum of £100.
- Withdraw instantly from your savings pot for free at any time.
- Enjoy free entry to a monthly prize draw with the chance to double the contribution in your savings pot.

For detailed information on the project and how to join, [please read the Save FAQs](#).

How can I learn about financial well-being through Wagestream?

Wagestream has teamed up with The Money Charity and the Government's Money Advice Service to offer easy to follow help on making the most of your money.

- Bite-sized in-app tips and tricks to help improve your financial skills
- Articles on a range of topics, including budgeting, how to manage and avoid debt, and saving
- All content provided by impartial, expert sources

For access, tap **Coach** after logging into the Wagestream app.

How do I update my Banking or Personal Details?

All personal information associated with your Wagestream account must be updated through your employer as usual. Wagestream is entirely reliant on the information sent by your employer and cannot edit any personal details for you.

How will my salary be affected if I stream my wages?

On payday, you will receive your net pay as normal, minus any transfers you've made through Wagestream and any convenience fees for transferring.

As Wagestream is not a loan:

- Once you have accessed your wages, they are considered as received. This means you will not receive those wages again with your upcoming paycheck.
- This information will not be shown on the payslip you receive from your employer.

You will also receive a [Wagestream activity statement](#) detailing any transactions you have made through Wagestream, which you can compare to your payslip for more details.

Why is the information on my Wagestream account different than my employer's payslip?

Your payslip and your Wagestream account show different information as they track different aspects of your finances.

Look to your payslip to see:

- Your total wages including any variable pay such as sick pay
- Any deductions for taxes, NI contributions, etc.
 - NOTE: *Your Wagestream activity will **not** be reflected in your payslip.*

Look to your Wagestream account **monthly statement** to see:

- Your **net** wages for worked shifts or salaried pay
- Any transfers you've made through Wagestream
- Any fees incurred for transfers made
- Any savings contributions you've set aside through Save

Look to the **Track** section of your Wagestream **app** to see:

- Your **gross** estimated wages for worked shifts or salaried pay
- Any transfers you've made through Wagestream
- Any fees incurred for transfers made

Why have my transferred wages been accessed across different paydays?

If you are an hourly employee who is [paid in arrears](#), let's dive into what that means for you when accessing your wages as you earn them.

What does 'paid in arrears' mean traditionally?

When your employer pays a salary after all work in a pay period has been performed, typically several days after that pay period has ended (cut off), this is known as an *Arrears* payroll.

EXAMPLE: John Smith works during the pay period of 01 August – 30 August and is paid net wages for those enhancements on 07 September.

What does 'paid in arrears' mean when using Wagestream?

When using Wagestream, since you are able to access your wages as you earn them, there will always be a date range in which you will have access to wages from two pay periods: the previous pay period and the current pay period. This is referred to as the [Arrears Zone](#).

This means that if you stream any of your earned wages during the Arrears Zone, you may still be accessing wages from your previous pay period, not the current pay period.

Wait, what?

EXAMPLE: On 4th September, John Smith has access to £650 and streams £500. At the time of streaming, John has not yet been paid his previous pay period's wages and has also accrued £150 in the current pay period so far, so the amount he has accessed is broken down as follows:

- £350 of what John accessed was pulled from his August pay period, for which he is due to be paid all remaining net wages 3 days later on 7th September.
- £150 of what John accessed was pulled from his current September pay period, for which he is due to be paid all remaining net wages on the *following* pay date of 07 October.

Questions?

[Contact the team](#) with any questions; they'll even do the maths so you don't have to!

I'm currently working my notice. Can I still use Wagestream?

No. If you have resigned and are working your notice period, you will no longer have access to Wagestream. On your last payday, you will be paid the remaining total of your wages not already accessed as normal, minus any convenience fees in addition to any funds from your savings pot.

NOTE: Wagestream does not have the ability to reactivate your account once your notice has been received and your account disabled.

Can I opt out of the Wagestream service?

Yes. This is not a problem, you will simply need to reach out to Wagestream Customer Support for direction. Depending on the company you work for, sometimes you need to contact your employer directly in order for them to action this for you; however, if not, then Wagestream can action this on your behalf once you've confirmed your employee ID.

If you choose to leave Wagestream your account will automatically be disabled and you will no longer have the ability to stream your wages. You will receive your last statement from Wagestream on your next scheduled paycheck where you will be paid the remaining total of your wages, minus any convenience fees.

If you want to re-join Wagestream at a later date, the process will take a minimum of 7 business days, but could be longer. An alternative solution is to **pause** your account. This means you will not be able to stream your wages; however, if you were to face a financial emergency in the future, you can request to have your account unpaused for you which happens immediately.

Contact

Who should I contact if I have questions about Wagestream?

The FAQs in this document will help you navigate the basic uses of the Wagestream service. If you still can't find the answer to what you're looking for, the [Wagestream Help Centre](#) contains a treasure trove of information to help provide the answer you need.

You can also [contact the Wagestream Customer Support team](#) via email or through the in-app chat feature in the Wagestream app, or via the website wagestream.com. The team are a friendly bunch and are happy to help!