



## **Paycards** <sup>[1]</sup>

CU has permanently swapped paper payroll checks for paycards, giving you an easier, greener and more secure means of getting paid.

**This means you will either receive your pay by direct deposit or, if you do not enroll in that option, via a paycard.**

The university has teamed with security services provider Brinks to issue CU employees Brink's Money cards, alternatives to paper paychecks and traditionally managed direct deposit accounts. If you have not enrolled in CU's direct deposit program, your pay will be processed via paycard. Each pay period, your pay will be loaded onto your paycard at 7 a.m. MDT. From here, you can withdraw money at a bank or ATM or transfer it to another account.

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### **Rather enroll in direct deposit? Simply log in to the employee portal**

<sup>[2]</sup>:

1. Find the "Direct Deposit" button within the "Payroll and Compensation" dropdown menu on the left.
2. You'll be prompted to verify your identity via our new security feature, which ensures your direct deposit bank account information is safe.

## **Why paycards?**

### **Paycards are safer than paper checks.**

They allow you to place your money in an FDIC-secured bank without participating in traditional banking. You can immediately report a lost or stolen card to Brinks to ensure it is canceled, your money is safe and you receive a new card.

### **Paycards will be CU's default pay option.**

If you fail to sign up for direct deposit <sup>[3]</sup>, you will be mailed a paycard. *Note: If you are currently signed up for direct deposit, you will continue to get your pay via direct deposit.*

**A Colorado statute requires all state employers to pay its employees by direct deposit.**

Switching to paycards will allow CU to comply with regulations while bestowing a variety of benefits to its workforce. The change will save CU more than \$50,000 each year on printing and mailing paper checks.

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- [Switching to direct deposit](#)
- [FAQ](#)
- [Fees](#)
- [ATM & Bank Locations](#)

## How paycards work

Paycards present a fast, easy and more secure method to get paid.

1. If you're a new employee who does not set up an account for direct deposit before payroll is processed (one week before payday for biweekly-paid employees and two weeks before payday for monthly-paid employees), you will be mailed a paycard and a paycard packet. Two important points:

**Be on the lookout for this packet in your mailbox! This package will contain your card, the only means of accessing your earnings. Look for a thick envelope bearing the CU logo.**

**Check your mailing address information in the portal to make sure it's correct. If it's not, we won't be able to deliver your paycard packet or your new pay method to you.**

2. You must call the number on the front of the card to activate it, at which point you may begin using it for normal banking transactions. Follow the instructions on your card to set your PIN at least 24 hours before your first deposit.
3. The first card you receive is a temporary card. It can be used to make signature-based purchases in restaurants, stores, online and by phone anywhere Debit MasterCard is accepted. Once you enroll in the program, a card with your name on it will automatically be sent to your mailing address.
4. Want all of your pay in cash? You can do that. When you are mailed your paycard, you will receive two checks, which allow you to write yourself a check for the full amount in your account and cash it at a U.S. Bank branch. Full instructions on how to use these checks will be included in your paycard packet.
5. Each pay period, your newly deposited funds will be available starting at 7 a.m.

Mountain Time on payday.

## Benefits of paycards

In many ways, paycards provide increased security and services compared to paper checks:

**Free bank and ATM use?**You will have access to hundreds of banks and ATMs within a short distance of each CU campus, and you won't be charged additional fees. To find an Allpoint Network ATM visit [allpointnetwork.com](http://allpointnetwork.com) or [brinksmoney.com](http://brinksmoney.com).

**Get your money faster?**You'll be able to use your card to withdraw or transfer the newly deposited funds starting at 7 a.m. MDT on payday.

**Free replacement of lost cards?**If you lose your card, call Brinks customer service for a free replacement. You'll be eligible to receive one free replacement card each year.

**Online money management?**Access everything from your balance to your account history via Brinks' online account center.

**Free checks from Skylight Financial, the processing side of Brinks?**Order and receive free checks for your personal use.

**Ask for cash back at stores?**When making a PIN-based purchase at participating stores, including grocery stores, discount outlets and convenience stores, simply ask the cashier for cash back or use the PIN pad to indicate you'd like cash back.

**Take your card with you?**If you leave your position at CU, you can use your paycard to set up direct deposits with your new employer.

If you received a paycard but have since decided it's not for you, follow these steps to enroll in direct deposit and properly deactivate your card.

## Timing is key

While you get paid at the end of each month, CU's payroll team begins processing pay weeks in advance. This means that if you want your next pay to be directly deposited into a new bank account, you must enroll in direct deposit before CU starts collecting your time and processing your pay.

To enroll in direct deposit, log in to [the employee portal](#) [2], and select the "Direct Deposit" button within the "Payroll and Compensation" dropdown menu on the left. (You'll be prompted to verify your identity via our security feature, which ensures your direct deposit bank account information is safe.)

## **When to enroll in direct deposit to ensure it's effective the next pay period**

- Biweekly-paid employees: Enroll at least one week before your scheduled pay date.
- Monthly-paid employees: Enroll at least two weeks before your scheduled pay date.

If you miss these deadlines, don't worry; you should only have to wait one more pay cycle for your direct deposit elections to become effective. **BUT: Don't deactivate your card just yet.**

## **When and how to deactivate your paycard**

Only deactivate your paycard **AFTER** you have been successfully paid via direct deposit. This ensures the system is working properly and you're receiving pay.

Once you've confirmed direct deposit is working, call the number on the back of your paycard to deactivate it. Note: If you fail to deactivate your card within 90 days of opting out of using it, you will start incurring a monthly inactivity fee.

If you have any questions, please call Employee Services at 303-860-4200 or toll-free at 1-855-216-7740.

## **What is the Brink's Money Program?**

The Brink's Money Program provides you with a safe and convenient alternative to cash and traditional paper paychecks. Your money is direct deposited into an account at an FDIC-insured bank and can be accessed either through your Brink's Money Prepaid MasterCard® or by using a Skylight Check to withdraw all of the cash from your account.

## **Where can I use my Brink's Money Card?**

Your Brink's Money Card can be used at millions of ATMs to withdraw cash, and anywhere Debit MasterCard is accepted for purchases, such as supermarkets and other retail locations.

## **What are Skylight Checks and how can I use them?**

If you prefer, you can use Skylight Checks to write your own paycheck! Each payday, whether you're at work, at home or on vacation, you can use a Skylight Check to withdraw all of the cash from your Brink's Money Account. Skylight Checks can be cashed free of charge at any U.S. Bank branch and at participating ACE Cash Express locations.

You will receive two checks in your new account packet. You can order additional checks for free by calling Customer Service at the number on the back of your card.

## **What does the Brink's Money Program cost?**

There is no cost to sign up and there are many ways to access your wages for free. Some fees may apply based on how you use your Brink's Money Account. You will receive a fee schedule with your new account packet.

## **Will I get a new card each payday?**

No. Once you are enrolled in the program, you'll automatically receive a personalized Brink's Money Card. Your pay will be added to the new card by 7 a.m. Mountain Time each payday. If you lose the card, just give Customer Service a call to request a replacement. Your first replacement card per year is free.

## **My Brink's Money Card doesn't have my name on it. Can I still use it to make purchases?**

Yes. The first card you receive is a temporary card but it can be used to make signature-based purchases in restaurants, stores, online, and by phone anywhere Debit MasterCard is accepted. Once you are enrolled in the program, a card with your name on it will automatically be sent to your mailing address.

## **Can I request more than one card?**

You can add an additional cardholder to your account simply by calling the number on the back of your card.

## **What happens if I lose my card?**

When you lose cash, your money is gone. If you lose your card, contact Customer Service immediately so your lost card can be canceled and your money stays safe. When you call, you can ask that a replacement card be sent to you. Your first replacement card per year is free.

## **How can I check my balance and track my spending?**

Brink's Money makes it convenient for you to manage your money. A toll-free automated telephone service provides 24/7 account information. Plus, when you register for online access at [brinksmoney.com](http://brinksmoney.com), you can visit the online Account Center anytime to check your balance, review your transactions, and view or print your statements. You can also sign up for Anytime Alerts at no charge to schedule balance, deposit, or payment updates to be sent directly to your cell phone or email inbox. Or, text Brink's and they will text your balance back to you!

## **What if I want to talk to someone about my account?**

Friendly, specially trained Customer Service representatives are available to assist you between 6 a.m. and midnight CT Monday through Friday and on weekends between 8 a.m. and 8 p.m. CT, with bilingual service available. You can reach someone by calling the number on the back of your card.

## Spanish FAQ

### Preguntas Frecuentes <sup>[4]</sup> - El Programa Brink's Money

Based on how you use your card, some fees pay apply. These fees will be automatically debited from your account. Please review the following list, so you understand the fees related to your account.

| Service   | Fee  |
|---|--|
| Maintenance Fee - Primary Card                                  | No Charge  |
| Signature Debit Purchase  | No Charge-At participating MasterCard merchants  |
| MasterCard Over-the Counter Cash Withdrawal (down to the penny) | No Charge - Available at any MasterCard Member banks   |
| Balance Inquiry by calling the automated phone system (IVR)     | No Charge  |
| Balance Inquiry via Anytime Alerts                              | No Charge - Cardholder must opt-in for free Anytime Alerts, which are sent via email or text. Cardholder's standard rates or other charges for receiving text messages may apply.  |
| Balance History Inquiry via Live Customer Agent                 | \$0.50   |
| Domestic AllPoint ATM withdrawal                                | No Charge - ATM transaction on the Allpoint network are fee-free and surcharge free  |
| Other Domestic ATM withdrawal                                   | \$1.50 - ATM transaction are surcharge free within Skylight's sponsored networks; other ATM owners may assess a surcharge  |
| International ATM withdrawal                                    | \$1.50   |
| International (Foreign) Transaction-Conversion Surcharge Fee    | 3.5 percent of transaction amount -Skylight charges a fee of 3.5% of the U.S dollar amount of any international transaction, including ATM withdrawals, signature-based purchases and internet, mail or telephone orders processed in countries outside the US. Funds dispensed in local currency. The amount of any foreign transaction will post to the cardholder's account in U.S. dollars |
| PIN Debit Purchase  | No Charge - At participating MasterCard merchants  |
| Skylight Checks Purchase transaction                            | No Charge - using/cashing and reordering   |
| Decline   | \$1.25   |
| Balance inquiry via ATM   | \$1.25   |
| ATM Transaction Decline   | \$1.25   |
| Maintenance Fee - Secondary Card                                | No Charge  |
| Card Replacement  | No Charge - Delivered regular mail   |

| Service                               | Fee  |
|---------------------------------------|--|
| Card Replacement - expedited delivery | \$20.00<br>If you DO NOT enroll in overdraft protection, your transactions will be declined if there is not enough money in your account.  |
| Overdraft Fee                         | If you DO enroll in overdraft protection, you will be charged: \$25.00 - for any overdraft transaction Brinks chooses to pay; fee is per transaction, up to five (5) fees per month. |
| ACH Return Fee                        | No Charge  |
| Stop Payment Fee                      | No Charge  |
| Monthly Electronic Statements         | No Charge  |
| Monthly Paper Statement               | No Charge - Must opt-in for paper statements   |
| Paper Statement Reprints              | No Charge  |
| Inactivity Fee                        | \$2.50 - Per Month. Assessed after 90 days of continuous inactivity. For former employees/ported cards only.   |
| Live Customer Support                 | No Charge - Other than balance inquiries   |

You can withdraw money from your pay card at no charge from the following locations:

- [Allpoint ATMs](#) [5]
- [Participating banks](#) [6]

## Paycard forms and fliers

[Paycard welcome letter](#) [7]

[You earned your pay. Make sure you can access it.](#) [8]

[What CU's new paycards mean to you](#) [9]

[What CU's new paycards mean to you \(Spanish\)](#) [10]

[Direct deposit authorization](#) [3]? This form is no longer necessary as you can complete this in the [employee portal](#) [2].

### Attachments:

#### Video:

#### Images:

#### Groups audience:

Employee Services

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**Source URL:** <https://www.cu.edu/employee-services/paycards-2>

### Links:

[1] <https://www.cu.edu/employee-services/paycards-2>

[2] <https://my.cu.edu>

[3] <https://www.cu.edu/employee-services/policies/direct-deposit-information>

[4] <https://www.cu.edu/policies/paycards-preguntas-frecuentes-0>

[5] <https://batchgeo.com/map/61a4d9ffcea743f3dc8d3d99d797e1d8>

[6] <https://batchgeo.com/map/e63de375c52398ef6d6690f06c718d33>

[7] <https://www.cu.edu/sites/default/files/paycard-welcome.pdf>

[8] <https://www.cu.edu/sites/default/files/paycards-student-employees.pdf>

[9] <https://www.cu.edu/sites/default/files/Paycard%20flier%201%20general%20--%20FINAL.pdf>

[10] <https://www.cu.edu/sites/default/files/Paycard%20flier%201%20general%20--%20SPANISH.pdf>