

On-Demand Pay FAQs

1. What is On-Demand Pay?

On-Demand pay allows you to access your pay as you earn it; meaning you can access a percentage of the salary that you have earned, but have not yet been paid for, whenever you need it.

2. How do I sign up for Level?

Simply search for "Level FT" in the App or Play Store and download the app. You'll then need to sign up, enter your company password, and register for the service. Your registration request will then be sent to your payroll/HR team for review and activation.

This should take no more than a couple of days and you'll receive a confirmation text once this has been done.

3. How much do withdrawals cost?

There is a fixed £2 fee for each withdrawal. As this is not a loan, there is no interest or debt, and this fee remains the same regardless of how much you withdraw.

There are no other 'hidden charges'.

4. How is my available balance in the Level app calculated?

Your withdrawal allowance will accrue as you work throughout the month.

Your allowance is calculated either as a percentage of your monthly salary or is based on the actual hours you have worked according to the data we receive from your employer.

The actual calculations are as follows:

- **Salaried:** (Contractual hours worked x hourly rate) x available % set by your employer.
- **Hourly:** (Actual Worked hours x hourly rate) x available % set by your employer.

5. What happens on payday?

On payday, you will receive your usual salary, minus any amounts that you have already withdrawn that month plus the £2 admin fee per withdrawal.

If you are using a Monzo account the Monzo early pay feature will no longer work. This means that you will receive your salary on Payday, not the day before.

6. Why is my pay different to my payslip, and can I see a record of my previous withdrawal requests?

Withdrawals do not appear on your payslip but will appear in the deductions section of the Level app.

You can view all of your deduction history by clicking on the 3 lines at the bottom right of the app followed by "Deduction history". In this section, you'll then be able to see all payments and deductions made.

There are two reasons why withdrawals do not show on your payslip.

The first is technical:

Payslips (and salary payments) are generated 2-3 days before payday but you can make withdrawals right up to midnight (actually 23.50) before payday so any withdrawals you took during this period could not be shown on your payslip.

The second is financial:

As withdrawals are not loans, they are part of your monthly salary. You have simply chosen to receive portions of your salary during the month rather than at the end of it. As any withdrawals you take are deducted by Level from your monthly salary on payday, your overall salary is not affected.

7. How quickly will I receive the funds, and do they need to be approved first?

You should receive withdrawals into your personal bank account in less than a minute. Withdrawals do not need to be approved, so there is no delay between you requesting a withdrawal and the funds reaching your bank account.

8. How will Level receive my salary data?

When you register on the Level app, you will need to agree that your employer can share information about your salary with us. Once On-Demand Pay has been activated for you, your employer will automatically keep us updated about your hours and any changes to your salary.

9. Does requesting a withdrawal affect my credit score?

No. On-Demand Pay is not debt; we simply give you access to your own hard-earned money. You are not taking out a loan, and there is no interest to pay, so this will not affect your credit score in any way.