

**What is MassPay?**

- MassPay's vast network of partnerships and cutting-edge software allow our clients to provide their payees (that's you!) with the largest variety of payout services at the fastest speeds and the lowest fees possible.

How can I sign up for a MassPay account?

- Once you have been issued your first payout, an account will be automatically created for you – there's nothing that you need to do!

How can I activate my MassPay account?

- As soon as your account is created, you will receive email notification from MassPay with a link to activate your account. You can also visit members.masspay.io/activation

How can I access my MassPay account?

- Your personal MassPay dashboard can be accessed by logging in here – members.masspay.io

What if I forget my password?

- You can always reset your personal password at members.masspay.io/reset_password

What if I need to update my personal information?

- Due to regulatory and compliance regulations, you are not allowed to update your own information. Please contact MassPay support to make changes.

How do I get my money?

- From your dashboard, just click "Transfer" and select your location, amount, and destination – it's that easy!

Can I deposit funds to someone else's bank account?

- Unfortunately, no. You can transfer funds only to an account that is in your name. Note: your personal information contained in your MassPay account must match that of your bank account to avoid delays and/or failures.

How long does it take for transfers to show up in my bank?

- This depends on where you are located and what service you have chosen, but the majority of transactions arrive within 1-2 business days.

What is the cutoff time for "Same-day" & "Next-Day" transfers?

- Same day transactions need to be posted prior to 10:30am MST, Next day by 16:00 MST. If you miss those cutoff times, your transfer will process the following business day.

Is there anything else that I need to know?

- Your personal privacy and security are our #1 concern. We do not share your information with anyone and we employ the latest in security and compliance software. If you need assistance with your MassPay account, please contact us anytime: support@masspay.io