

Chase Quick Pay FAQs

- Question:** *After I enroll in CQP will I need to enter my account information each payday?*
Answer: *No. Once enrolled, the account information you originally entered will be saved and will not have to be re-entered. Additionally, you will have the option on the Chase website to select auto-acceptance so that if you choose, for future payroll payments, your selected account will automatically be credited via direct deposit – you will not have to accept the payment.*
- Question:** *When will my pay be available?*
Answer: *Your pay will be available in your bank account on the next business day after your online confirmation, if confirmed by 8:00 p.m. on a business day. Once you receive the request from Chase, you will have three (3) business days to complete the online confirmation and accept payment. If you do not confirm online within three (3) business days, which includes the date of the request, Chase will print a paper check and mail it to your address on file.*
- Question:** *Once CQP sends me a link via text or email, how long do I have to authorize the electronic funds transfer?*
Answer: *Three (3) business days. If you don't authorize the electronic transfer within 3 days, Chase will generate a paper check which will be mailed to your home address on file.*
- Question:** *If I enroll in CQP, will I still have the option to receive a paper check by mail?*
Answer: *Yes. Each payday, you can elect to receive a paper check by mail to your address on file or transfer your pay electronically to your designated account.*
- Question:** *Is there a fee for enrolling in CQP?*
Answer: *There is no cost to you for enrolling in CQP or having the payroll payments deposited into your account. The CQP service does require a U.S. bank account and there may be fees associated with maintaining a bank account. Please refer to your bank for more information on any fees.*
- Question:** *If at any point I wish to switch to stop using CQP and switch to direct deposit, may I?*
Answer: *Yes, and yes again. We would strongly encourage you to sign up for direct deposit via Employee Self Service. Most H+H employees are set up for this service and have their payroll automatically deposited into their provided bank account.*
- Question:** *Will the text and/or email I receive indicate it is part of the NYC H+H CQP program?*
Answer: *Yes. The communications will contain NYC H+H branding.*
- Question:** *I don't have a bank account. When I receive my paper check in the mail, will I still be able to cash it at a Chase branch?*
Answer: *Yes. You may continue to negotiate your paper check as you do today including bringing your check to a Chase branch for cashing using your NYC H+H or NYS issued picture identification.*
- Question:** *I don't have a bank account. Are there free checking accounts available?*

Answer: Yes. Please visit <https://www1.nyc.gov/site/opa/my-pay/free-checking-accounts.page> for a list of participating banks and stop by your local branch to apply.

Question: Will I receive a debit card after I enroll in CQP?

Answer: No. A debit card will not be issued in connection with your CQP enrollment.

Question: I elected to receive a paper check. What if my check does not arrive at my address on file?

Answer: You should contact the NYC H+H Payroll Department via PayrollInquiries@nychc.org, or by calling 646-694-7777.

Question: How secure is CQP?

Answer: CQP is a secure service with multiple layers of controls, including multi-factor authentication, HTTP protocols with SSL encryption, and more.