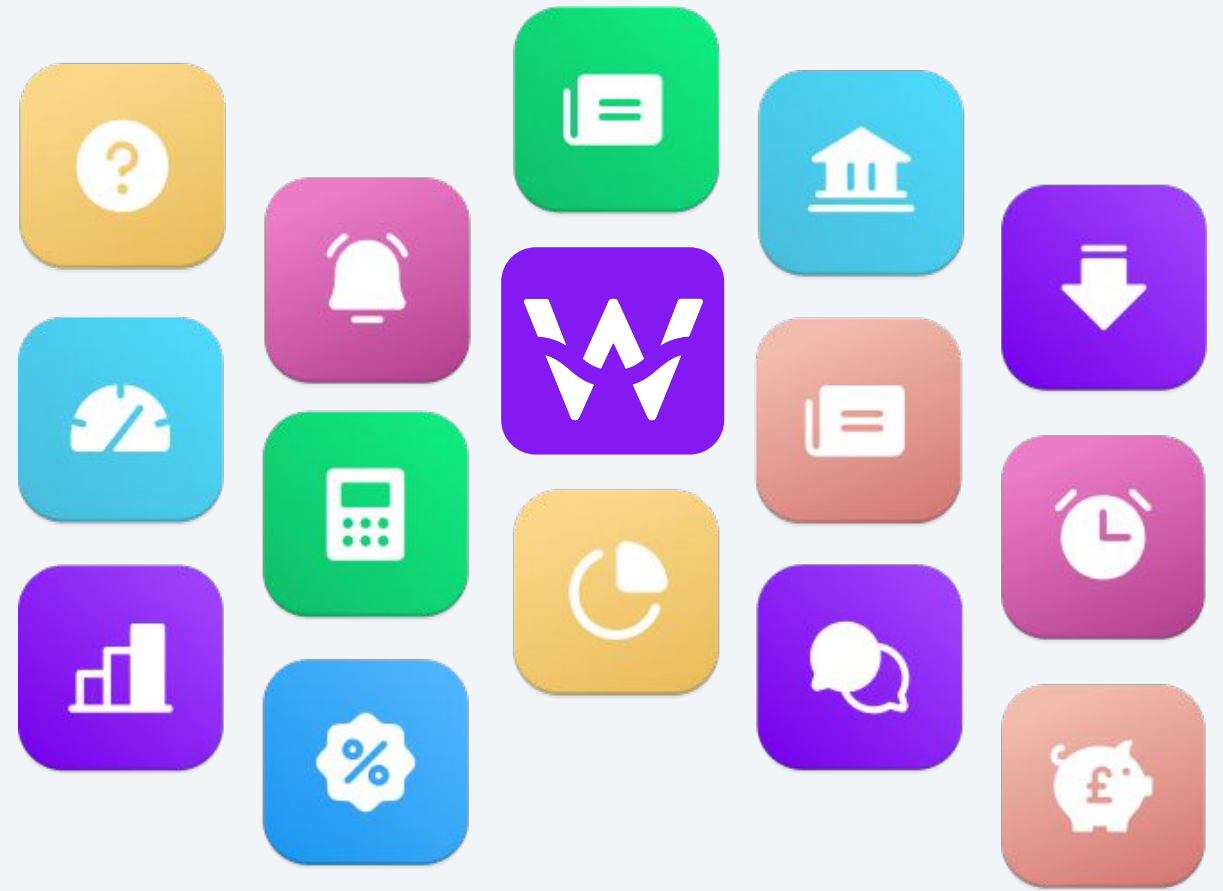


# Wagestream

Your financial wellbeing toolkit



# We make work more rewarding for 3 million people, with the world's most widely-used financial wellbeing platform built around pay

- ✓ Certified B Corp
- ✓ Governed by an Impact Board of leading experts
- ✓ Founded with financial charities and impact funds



**1 in 4**

**has under £100 in savings**  
MaPS, UK Body for Financial Wellbeing

**39%**

**of adults don't feel confident managing their money**  
Financial Capability Survey

**1 in 3**

**of your team financially excluded - twice national average**  
State of Financial Wellbeing Report, 2024

**£123**

per year is the increase in water costs households will experience  
Water services regulation authority

**6.4%**

Gas and Electricity prices are projected to go up  
Ofgem

**4.99%**

Local councils are planning this increase with some being even higher  
Money Week



# Anchor

Launched with the benefits platform in 2024, for 10,500 employees

“Every financial life is different, so we spent a lot of time looking at what we could offer colleagues and Wagestream was able to offer a variety of support options – and all in one place.

We already had another provider in place but wanted to offer broader financial wellbeing benefits to appeal to a wider proportion of our colleagues.

It’s been straightforward to launch and the transition was simple.

The platform automatically syncs up with our HR systems so getting up and running on the app was easy. We’ve already seen fantastic engagement whilst reducing admin in the payroll team.”



*Sarah Pickering  
Rewards & Benefits Manager*

## Reaching 40% of the team with financial support, in 8 weeks



*Anchor team member who accessed a workplace loan, through Wagestream*

“The loan was for debt consolidation, which put me back in control of my money, a total godsend.

It’s like a weight has been lifted from my shoulders.”



*Anchor team member who accessed financial support through Wagestream*

“I feel more control of my money, it’s honestly brilliant.

I feel like I can be debt-free in 3 years rather than 5, it’s assured me the future is bright.”

**226**  
colleagues paying off debt  
by getting free  
advice through Wagestream

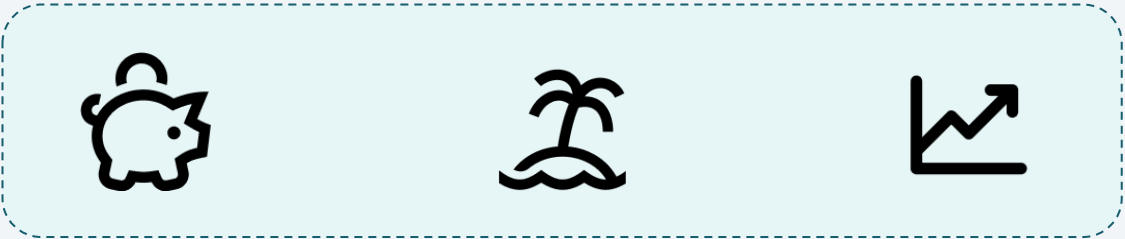
**£1.1 million**  
annual state support unlocked  
through the state benefits checker,  
in Wagestream

**55%**  
saving for the future  
by opening a pot and setting a  
savings goal, with Wagestream

# Wagestream follows the recommended FinWell framework

Improving resilience today

Planning for the future



**1** Manage volatile income

**2** Avoid unfair costs

**3** React to financial shocks

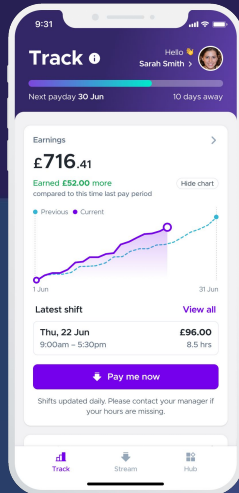
**4** Start planning ahead

**5** Build towards milestones

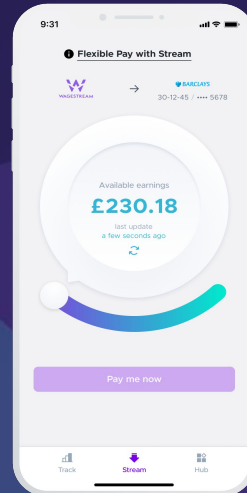
**6** Progress long-term

# Your holistic financial wellbeing toolkit

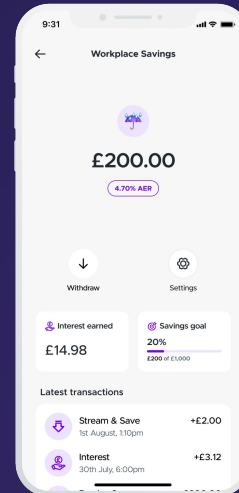
## Tracking & Budgeting



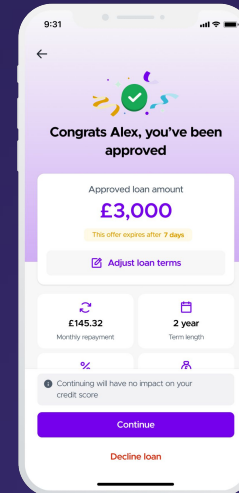
## Flexible Pay



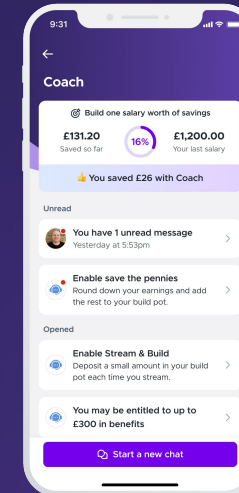
## Savings



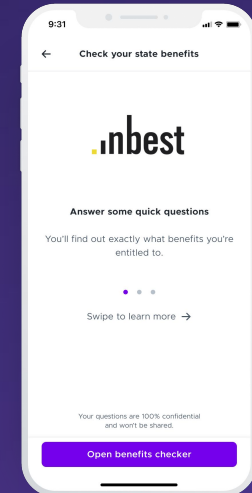
## Loans



## Coach



## Benefits Checker

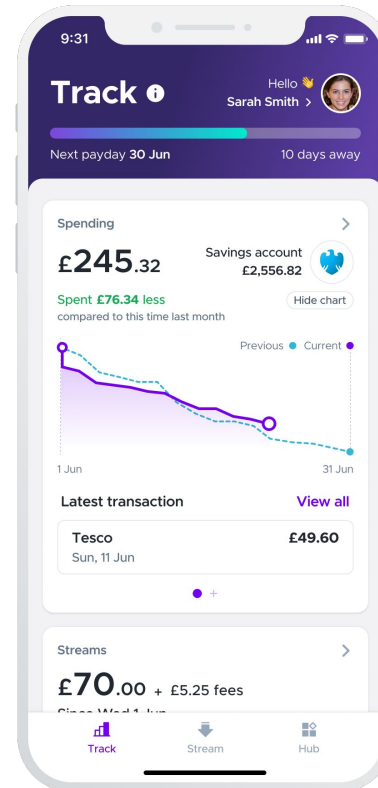


# Track

- **Payday transparency** for easier budgeting
- **ADP - Salary accrual** as days are worked
- **Workday - Net pay amount will be visible at the beginning of the month** but is subject to change
- **Stream totals** showing how much pay has been accessed
- **Connect bank accounts** using Open Banking for real-time balance and outgoings


## Key things to note:

- Continue with your normal shift and absences processes in a timely manner



This week earnings  
**£576.78**

New shift added  
**+£83**

**Your shifts, pay & spending in 1 place with  Track.**

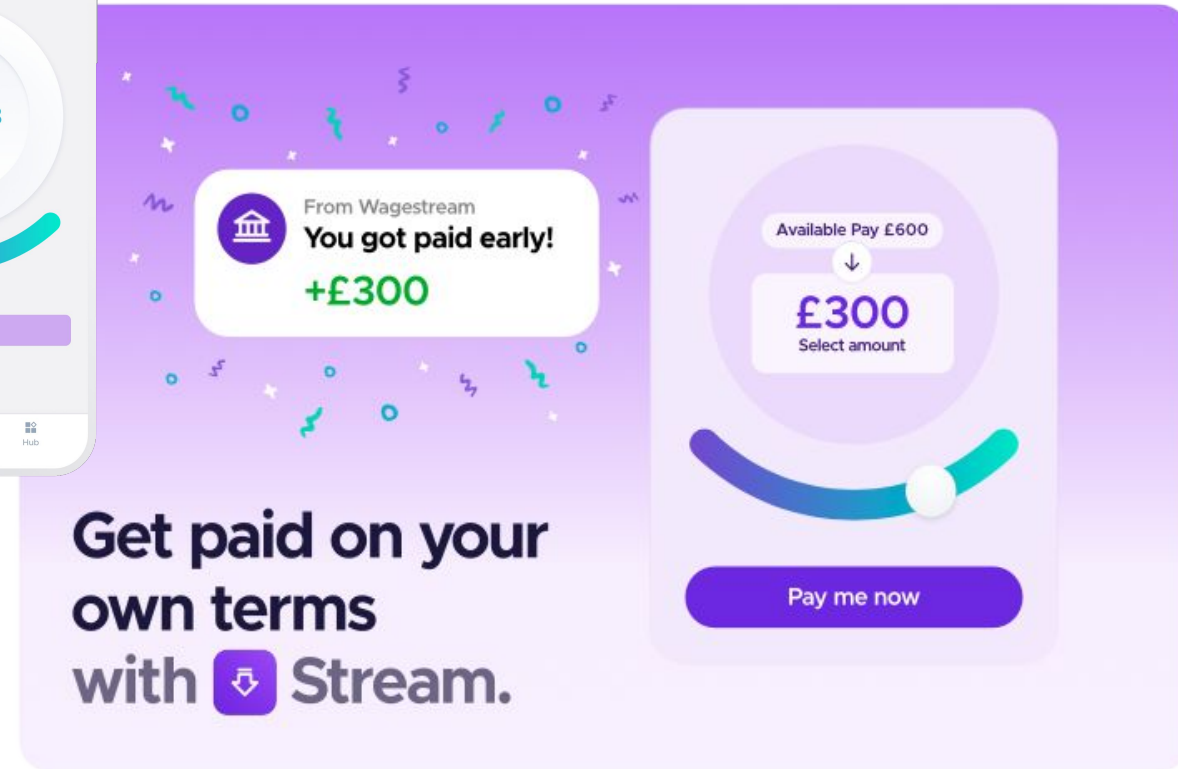
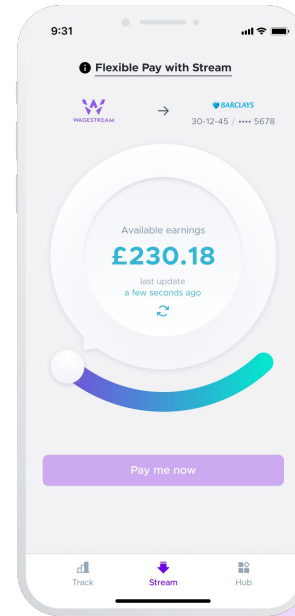
The graphic features a purple background with a white rounded rectangle containing a line chart showing an upward trend in earnings. A notification bubble with a red bell icon indicates a new shift added for +£83. The Track logo is positioned at the bottom of the main text.

# Flexible Pay

- **Colleagues on the ADP payroll system** will be able to access 50% of their Basic pay
- **Colleagues on the Workday payroll system** will be able to access 50% of Net pay
- **No impact to credit score** or access to other financial products - transfers appear like regular salary payments
- **Transfers are instant** no need to wait for payments to clear
- Each transfer costs £1.95

## Key things to note:

- Managers should record absences & leavers in a timely manner to ensure correct access



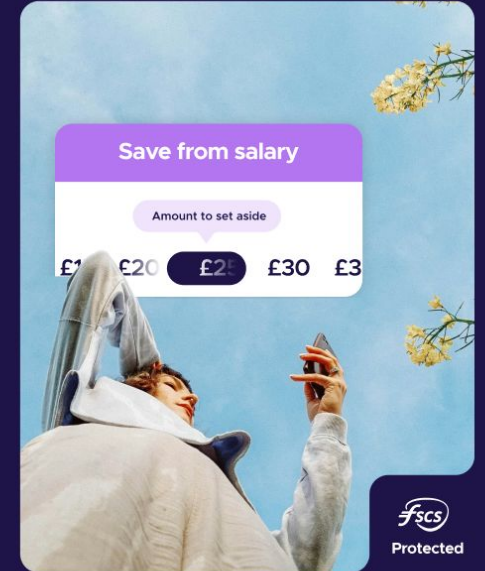
# Savings

Easily set up a savings account to start saving money every month

- **Easy access to money put aside** which can be transferred anytime and paid out the next working day for free
- **Variable Interest Rate** 4.33% interest AER Variable.
- **Round up pennies** from worked shifts and streams
- **Automatically from pay** designed to “set and forget” and build over time
- **FSCS Protection up to £85,000**

High Street Bank  
Beating Savings  
with  Save.\*\*

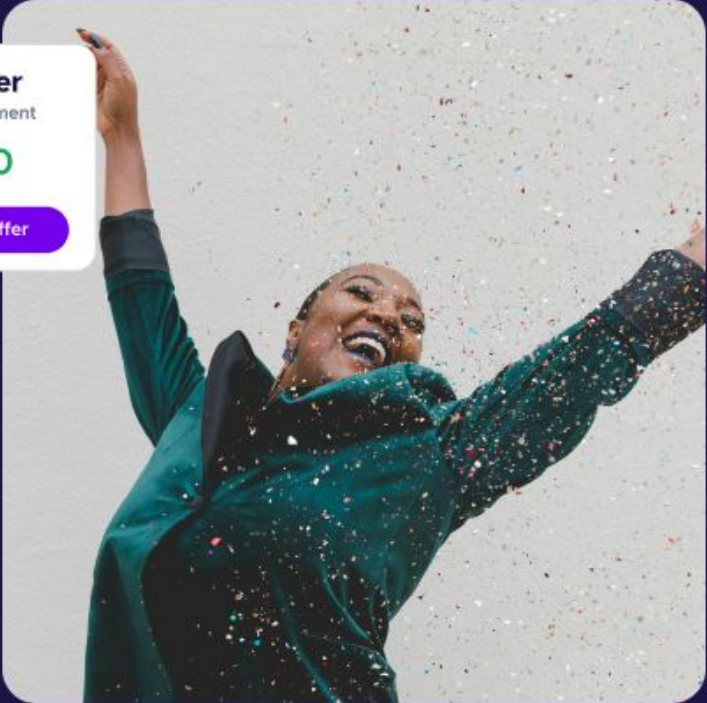
Interest Paid Daily  
**4.33%**  
**AER\***



**Get started with Wagestream today**  
Available on iOS & App Store


\*(4.33% Interest AER (Variable), 4.24% gross p.a.). Interest-bearing savings are available to all Wagestream members aged 18+ excluding US citizens and those with tax residency outside the UK. \*\*Comparison against Lloyds Easy Saver, Barclays Everyday Saver, HSBC Flexible Saver and Natwest Flexible Saver as of 21 November 2024. Workplace Savings are provided through Wagestream Finance Ltd.

# Loans




**Loan offer**  
Home Improvement  
**£3,000**  
Accept your offer

- ✓ A fair rate in 3 minutes
- ✓ Salary repayments
- ✓ No hidden fees
- ✓ Up to £25,000

 **Loans**  
**without the hassle.**

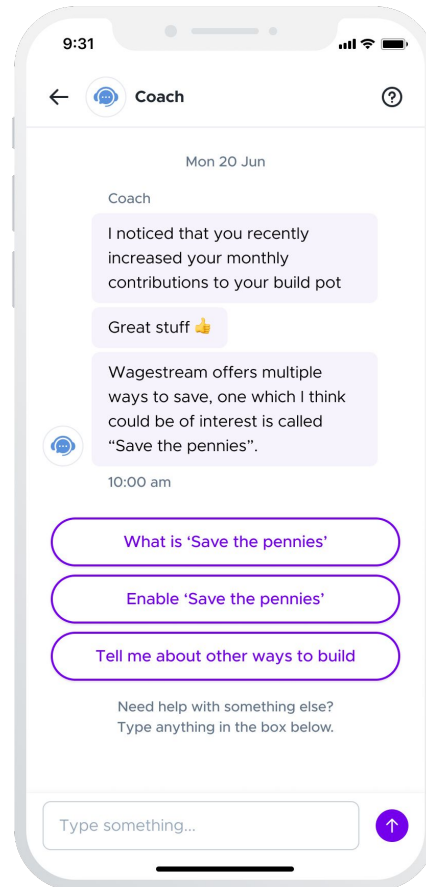
Loans are provided by Wagestream Finance Ltd, a Wagestream company.

 **WAGESTREAM**

# Coaching

Your Coach sits in the background looking for ways to make your money go further, and to answer your questions on all things money.

- **Access to an array of tools** to improve financial education
- **StepChange & Inbest support**, access to charities and benefits entitlement
- **Financial wellbeing quiz** to benchmark progress and assess areas to improve
- **Solutions and resources** available in-app, so taking action is frictionless



Check your financial health



Let us know how you're doing financially so that we can give you the best support. It takes just two minutes.

Take the quiz

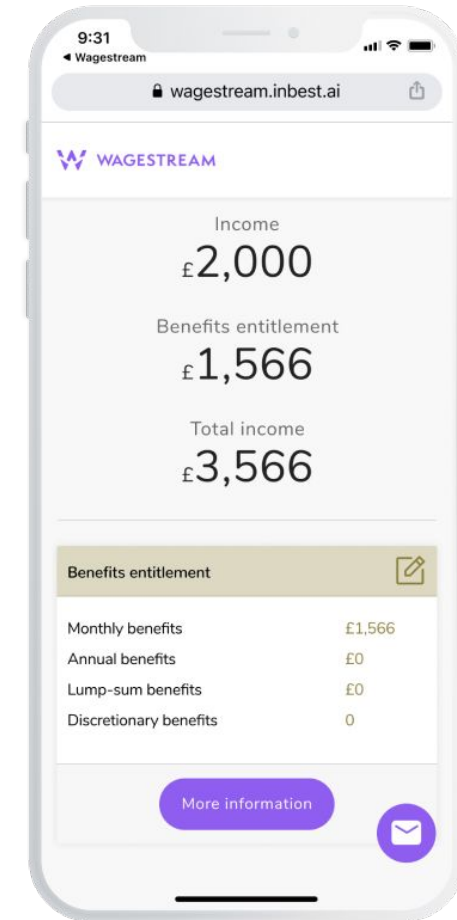
**Power smarter financial decisions with  Coach.**

# Benefits Checker

- One-stop calculator that looks at hundreds of benefits, grants, and social tariffs
- Wide coverage across central and regional government, as well as local authorities
- Signposting to applications, resources, and where to find additional support
- Partnership with Inbest who support our mission to improve financial wellbeing

In 2024 there were £23bn of unclaimed benefits in the UK and 8m households unaware they are eligible.

## Check your entitlement





£642

Average entitlement for two thirds of Wagestream members

# What happens on payday

- A statement is created on payday and emailed to all enrolled colleagues
- The statement details all Wagestream activity including transfer 'streams' and any amounts put aside in saving pots
- The net salary on the statement will match the colleague's payslip and payment to account will be the amount sent from Wagestream on to the colleague's high street bank account

John Smith

Employee ID: 123456

Statement Period: 24 Aug 2023 19:51 - 25 Sep 2023 17:36

Note: This is not a payslip. Please refer to your payslip from Salary for detailed wage and deduction information.

<b>Net Wage from Salary</b>	£630.41
-----------------------------	---------

<b>Total Amount Settled</b>	£21.95
-----------------------------	--------

Earned Wage Payments	£20.00
----------------------	--------

Convenience Fees	£1.95
------------------	-------

<b>Payment to Account ****4587</b>	£588.46
------------------------------------	---------

<b>Transfer to your pot</b>	£20.00
-----------------------------	--------

Activity this Statement Period	Amount	Fees	Transfer Type
--------------------------------	--------	------	---------------

Earned Wage Payment on 04 Sep 2023 07:12	£20.00	£1.95	Manual
--	--------	-------	--------

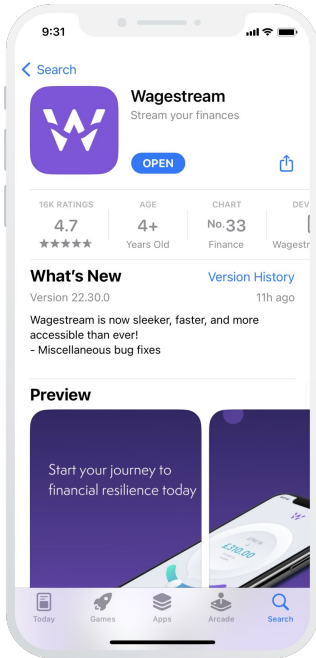
Total Activity	£20.00	£1.95	
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Amount Settled	£20.00	£1.95	
----------------	--------	-------	--



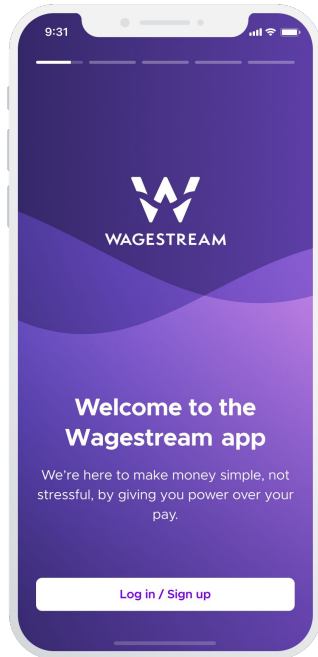
# How to enroll with Wagestream

## Download Wagestream



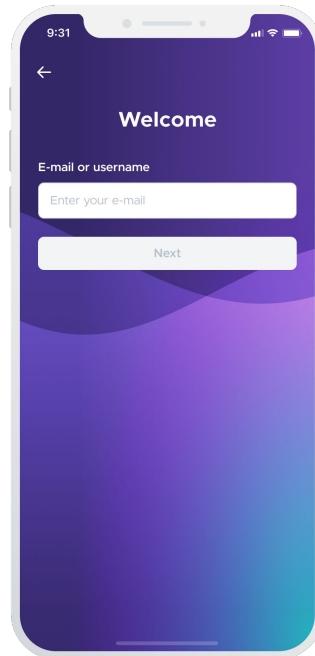
Download Wagestream from the App Store or Google Play Store

## Open Wagestream



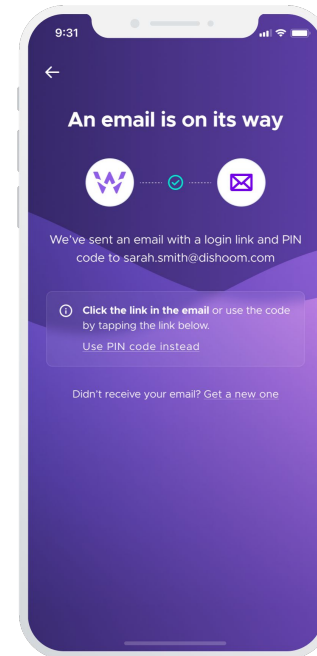
Open the app and click Sign up

## Enter Email Address



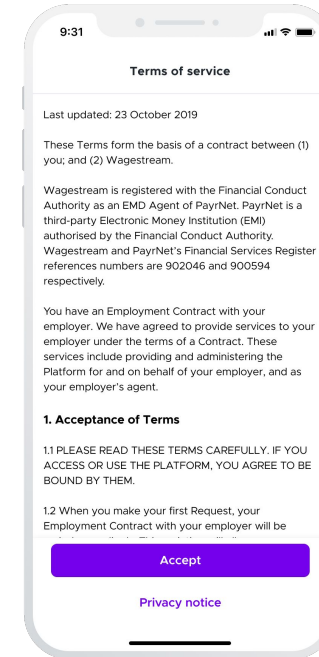
Enter your email address (the address you received your invitation to – most likely your personal email)

## Use Magic Link



You will receive an email with a Magic Link and PIN code – use one of these to log in

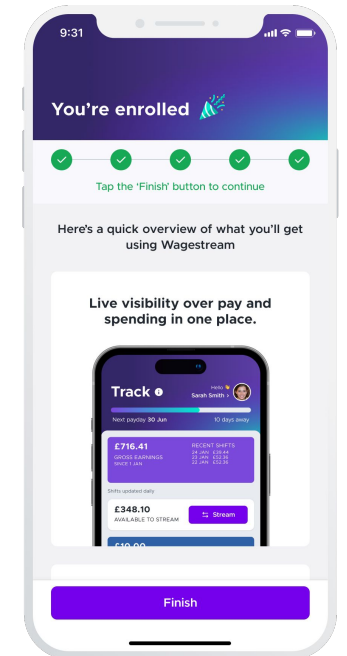
## Accept T&Cs



Read and accept the terms and conditions

Note: You will be prompted to set up a Savings account at this point

## Enrolment complete



In most cases enrolment will complete on the same day but can take up to 5 working days if you're approaching pay day



How to get support: Contact Wagestream via the in-app chat or use [help@wagestream.com](mailto:help@wagestream.com)



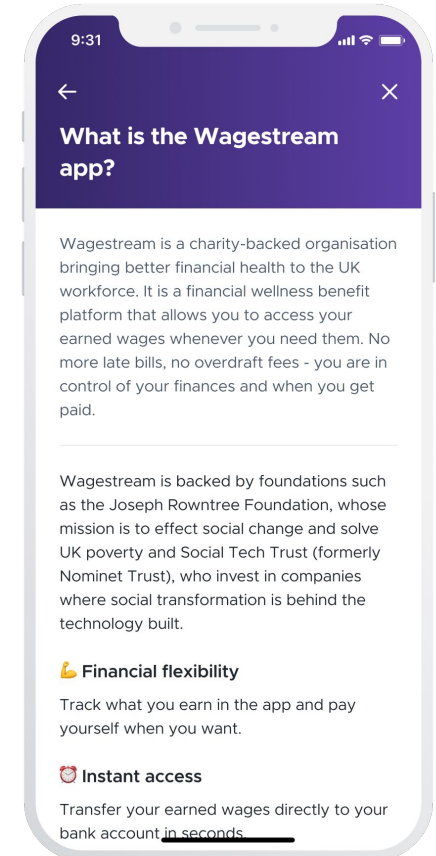
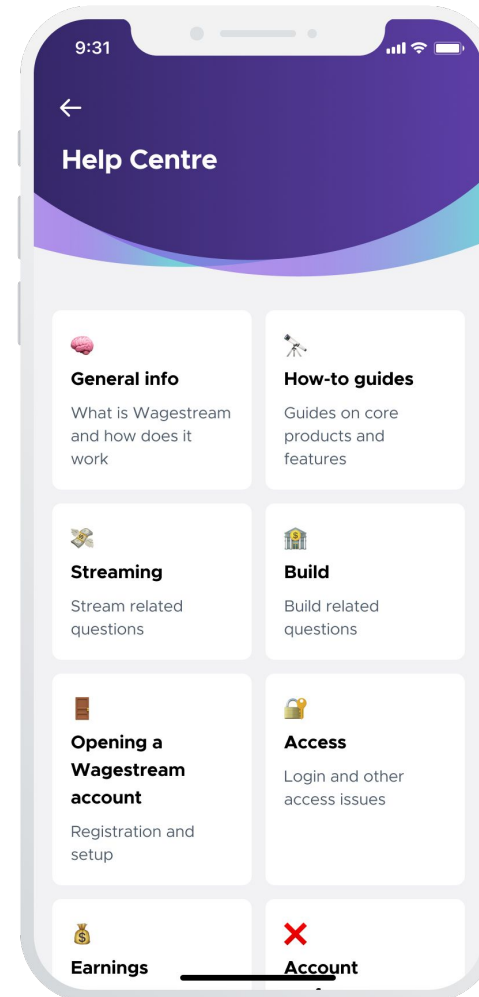
# How to get support

## Members:

- In-app chat to contact member support
- Help Centre for frequently asked questions

## Clients:

- [Client.support@wagestream.com](mailto:Client.support@wagestream.com) for operational queries
- Help Centre for frequently asked questions

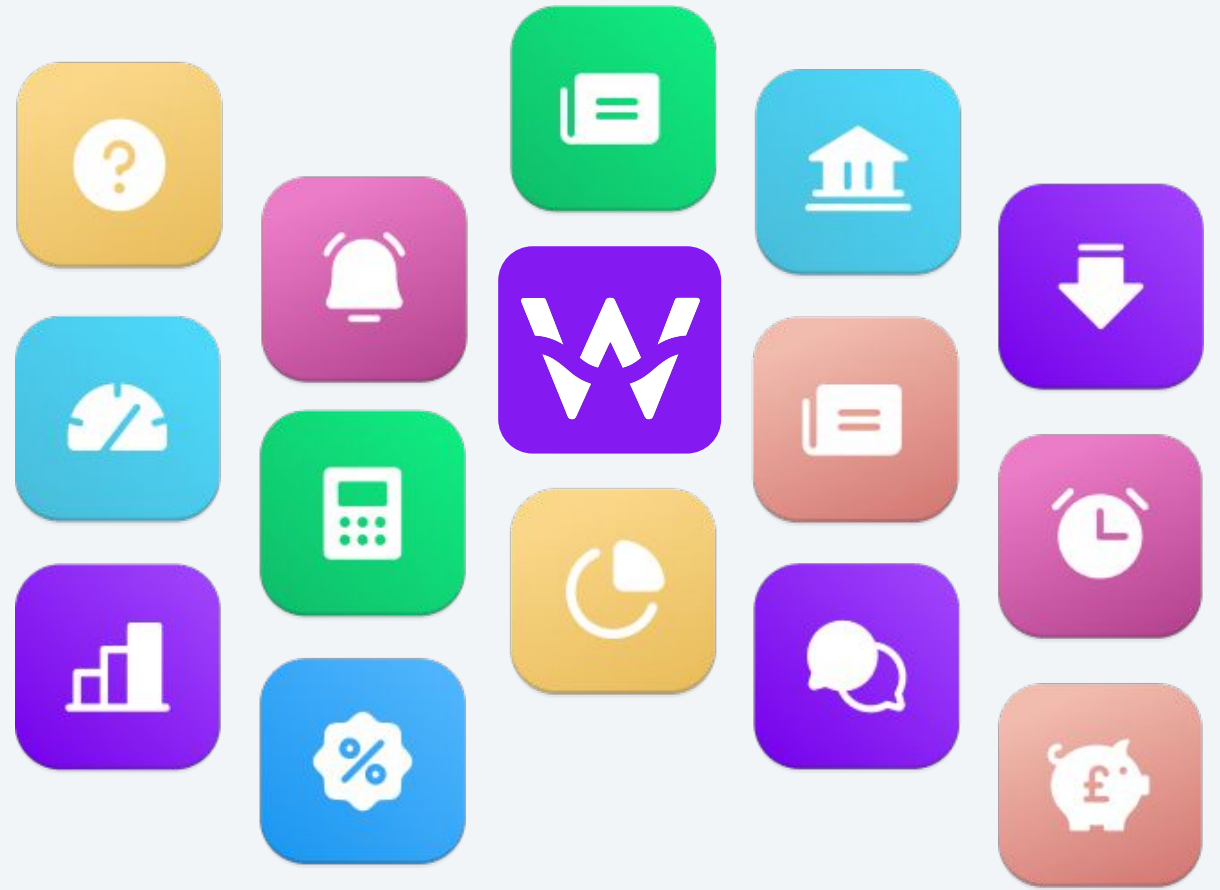


# Your role as a manager

- Communicate the benefits of Wagestream to your teams
- Approve shifts in a timely manner
- Rectify any shift errors as soon as possible
- Record absences in a timely manner
- Record leavers as soon as possible
- Let your team know that the Wagestream toolkit is available

# Thank you

Any Questions?



# Appendix

# Supporting Vulnerable Members



EWA code certified by



## The FCA defines a vulnerable customer as:

“We define a vulnerable consumer as somebody who, **due to their personal circumstances, is especially susceptible to harm**, particularly when a firm is not acting with appropriate levels of care.

Being in **vulnerable circumstances may affect the way consumers engage with financial services**... they may have different needs and they may be more prone to behavioural biases that affect their decision making.”

Although there is no golden solution for every case, we’ll always strive to detect indicators of financial difficulty and provide positive and supportive pathways.

Wagestream recognises that there is no one size fits all approach.

## Key indicators:

**Health** - Physical disability, severe or long-term illness, poor mental health, addiction, cognitive impairment, low mental capacity

**Resilience** - Limited savings, low household income, credit reliant, over indebtedness, volatile income, low emotional resilience

**Life Events** - Care responsibilities, relationship breakdowns bereavement, income shock, domestic abuse, accident/emergency, ex-armed forces, ex-offender, refugee

**Capability** - Low confidence or knowledge in managing finances, poor literacy or numeracy skills, low English language proficiency, learning impairments

## Our approach\*:

Resilience	Detect	Support	Review
<ul style="list-style-type: none"> <li>In-app controls</li> <li>Client controls for streaming cap</li> <li>Education and Coach tool</li> </ul>	<ul style="list-style-type: none"> <li>All customer facing staff receive training on recognising and supporting vulnerable customers</li> <li>Support Inbox monitored daily</li> <li>Eligibility assessments (regulated products)</li> </ul>	<ul style="list-style-type: none"> <li>Typically seek member consent to escalate</li> <li>Employer engagement</li> <li>Relevant signposting</li> <li>Vulnerability support team</li> <li>Reconciliation deferrals options</li> </ul>	<ul style="list-style-type: none"> <li>Annual review of desired member outcomes</li> <li>Reports are led by our In-House Vulnerable Working Group</li> <li>Incorporates member feedback</li> <li>Values employer feedback</li> </ul>

\*Managed by specialists within our Customer Support team.