

Friday, March 27, 2020

A New Way to Receive Your Pay: Chase Quick Pay®

Due to the COVID-19 emergency, and to further protect our patients and our workforce, **NYC Health + Hospitals is temporarily suspending the distribution and hand-delivery of paper paychecks.**

Employees who receive paper paychecks now have two options to receive their pay:

- You can [sign up](#) for direct deposit through NYC Health + Hospitals and your pay will be transferred directly into your bank account, **or, if you chose not to sign-up for direct deposit...**
- You will be automatically and temporarily enrolled in the J.P. Morgan Chase Quick Pay® (“Chase Quick Pay”) secure payment service program to receive your pay by electronic transfer or by regular mail.

More About NYC H+H Direct Deposit

How does direct deposit work?

- Direct deposit is a payment option where your pay is electronically transferred to your bank account on payday.
- When signing-up for direct deposit, you provide NYC H+H with the deposit account information (type, routing #, account #) of your choice. You will authorize NYC H+H to electronically transfer your pay to that account per your regular pay cycle frequency.
- If you do not have a bank account, there are several banks that offer free checking accounts. 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.

When will my pay be in my account?

- Depending on the rules of your financial institution, your pay will be transferred to your account no later than the Friday morning of your pay week.

More About Chase Quick Pay

How do I sign up?

- Unless you sign up for direct deposit, you will be automatically enrolled in the Chase Quick Pay program by NYC Health + Hospitals.

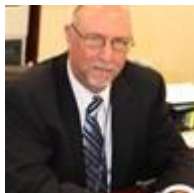
- Please be sure the address and phone number we have for you in **Employee Self Service (ESS)** is both current and accurate. Click the following links and follow the instructions should you need to update your address information: [Within NYC](#) / [Outside NYC](#) or [mobile number](#).

How and when will I receive my pay?

- Before payday, you will receive an email and/or text message from Chase to the address and phone number of your choice with your payment information.
- After following the link provided, you will complete an initial registration and provide information for the deposit account of your choice.
- 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 and accept payment 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.
- If you do not wish to have your funds transferred to your bank account, and you do not complete the online registration, Chase will automatically print a paper check and mail it, via regular USPS mail, to your current mailing address on file with NYC Health + Hospitals Human Resources.

For more information

- Please refer to the attached Frequently Asked Questions (FAQs).
- If you need help signing up for Direct Deposit or to update your information, contact the HRSS Call Center at (646) 458-5634.
- If you have questions about Chase Quick Pay, contact the PRSS Call Center at (646) 694-7777.



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