



Color Street Pay Portal FAQ

How do I sign up or activate my account?

- The first time you receive a payment, you will receive an email with a link to begin the activation & set-up process.

What cash-out options are available? Can I use multiple cash-out methods?

- Once your rebates/commissions are funded into your Color Street Pay Portal account, you can log in and transfer funds to whatever cash-out method(s) you prefer:
 - One or more personal bank accounts in the US
 - US PayPal account
 - Color Street debit card
- You can make one-time transfers or set up recurring auto-transfers for specific amounts or percentages.
- You can set up multiple cash-out methods and transfer some or all of your funds to those accounts each pay period.
- You can even split auto-transfers between multiple cash-out methods: for example, 80% to a bank account and 20% to your Color Street debit card.

When will I receive my rebates/commissions?

- Weekly rebates will be funded every Thursday, and monthly commissions will be funded within 1–5 business days of the end of the monthly commission period.
- Once the funds are transferred from your Color Street Pay Portal account to the cash-out method(s) you prefer (manually or via auto-transfer), please allow the below time periods for the funds to be posted:
 - Bank account: 1–3 business days
 - PayPal account: usually within 30 minutes
 - Color Street debit card: immediately, within minutes

What is the fee schedule?

- A \$2 fee will be deducted from each monthly commission payment.
- There is no fee for weekly rebate payments.
- You can make unlimited transfers to your cash-out methods (bank accounts, PayPal, Color Street debit card) with no fees.
- Please make sure that your information is correct when transferring funds to a bank account. If the payment is unsuccessful due to an inaccurate routing or accounting number, a \$10 processing fee will be deducted from the cash-out amount before it is returned to your Pay Portal balance.

What is the Color Street debit card?

- The Color Street debit card is a reloadable prepaid Visa debit card that can be loaded from your Color Street Pay Portal.
- When funds are transferred to the Color Street debit card, those funds are available immediately.
- The card can be used wherever Visa debit cards are accepted globally.
- It helps create a banking environment for anyone without a personal bank account.
- It's a great conversation starter and enrolling tool!

How do I request a Color Street branded debit card?

- Click on the "Request Card" icon in your Pay Portal, ensure that your profile information is complete and accurate, and submit your request.
- There is a one-time \$1.95 card fee + \$0.49 standard shipping cost to receive a Color Street debit card. These fees will be debited from your Pay Portal balance.
- The card should arrive in 7 – 10 business days or sooner.
- Each card is valid for 3 years.

I received an alert that tax verification is required. What do I do?

- Once you have received \$600 within a calendar year, your taxpayer information must be verified by the IRS.
- Sign in on the Pay Portal website at pay.colorstreet.com. On the homepage/dashboard, you'll first be asked to consent to receiving tax related communications electronically. After clicking OK, you will be led to a page where you can submit your taxpayer information for verification.
- If the taxpayer information you see on the verification page is not accurate, go to Settings > Profile in the menu, and update your information on that page.
- Tax verification must be completed on the website (on desktop or mobile device), not on the app.

What is a dormancy fee?

- A \$5 dormancy fee is debited from your Pay Portal balance if no funds are transferred for a consecutive 90-day period.
- The \$5 dormancy fee will continue to be debited each month until there is a cash-out of any kind, or until there are no longer any funds left in the account.
- The dormancy fee is in place as an anti-money laundering policy.