

dailypay. | **alorica**

Case Study.

Alorica Empowers Employees with DailyPay

Alorica, a global BPO serving major companies in North America, prioritizes both client and employee well-being under the motto “Making Lives Better”. As part of this commitment, Alorica offers valuable benefits, including earned wage access through DailyPay. Initially partnering with a different provider, Alorica shifted to DailyPay to better support its workforce. We sat down with Rene Paiz, Vice President Customer Experience, who has been with Alorica for 15 years to learn why.

Here is an inside look into Rene’s experience:

Why Earned Wage Access?

We care about our employees a great deal. We see some employees get into tough financial situations, and they will go to a check cashing location or take out a payday loan. Alorica runs a 501(c)(3) nonprofit organization that takes donations and raises funds at our sites for use by local boards to support employees experiencing emergency situations. When employees are facing eviction or have a death in their family or struggle to pay utility bills or other have emergencies, they can request a grant to help out. We still noticed a trend of employees being caught in the cycle of payday loans, and saw earned wage access as another tool to avoid or escape that cycle without exorbitant fees.

We also looked at earned wage access solutions because of the way we’ve seen our workforce changing. There are a lot of options for employees to get paid on a daily

basis, and we’ve seen employees taking advantage of opportunities like driving for rideshare or food delivery services where they can access their funds quicker. Especially during Covid, it wasn’t feasible for some people to wait two weeks for a paycheck. Providing earned wage access allows us to compete better in the labor market.

What Prompted Your Switch to DailyPay?

Initially we went down the earned wage access path with a different provider. As the executive team examined the partnership that we had with that provider, it wasn’t a benefit we were really taking advantage of. We had concerns around their communication and scalability, and it drove us to consider other options that better met our needs.

With our previous provider, our adoption rate wasn’t as high as it is with DailyPay. One of the scalability issues we found was that because our previous provider was smaller, we weren’t able to roll out the



Partner: Alorica

U.S. Headquarters:
Irvine, California

Industry: BPO

Number of Employees:
100,000

Payroll Platform:
Oracle

Time & Attendance Platform:
Proprietary

Paycard Provider:
Wisely

entire program at once. We had challenges with communication during the phased rollout with that provider that confused some of our employees trying to access the benefit. I don't think they went back to try again later after that experience.

With DailyPay, our communication plan was comprehensive. The executive team was on board, and we then went to the director-level management and frontline leadership with all of the information they needed. Following that approach, when it cascaded out to agents, everybody from the top down had an understanding of the program. When employees had questions we knew how to answer them. With our previous provider, we'd be sent to a customer service line and we couldn't get through, and it was hard to find answers. Now we have the resources we need.

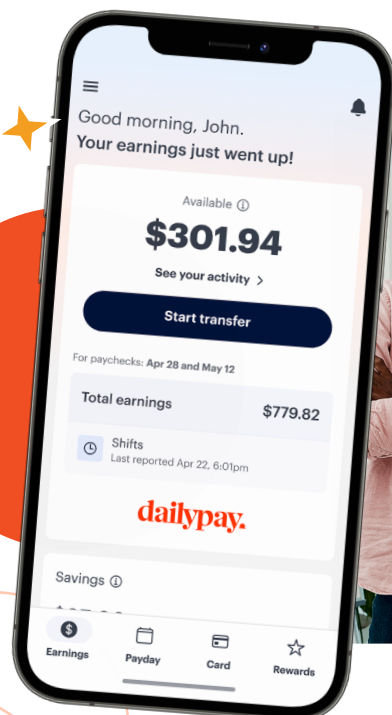
What would you tell other business leaders looking to implement DailyPay?

My initial concern was that we might be swapping out one predatory product for another. To some degree, there still might be employees who aren't acting in a way we'd consider responsible or who might take their earned wages and spend them on things that aren't necessities. But I also think that will always exist. Earned wage access isn't a predatory solution that charges ridiculous fees or interest rates,

and there's a way for us to educate and counsel employees on how they can use this as a tool to manage their finances in a different way.

I've talked to many employees and I visit many of our sites, and by and large the feedback is very positive. Ongoing education is important to me to make sure our employees understand how the program works and what it can do for them. We have a focus on financial education, and a benefit like this goes hand-in-hand with that as a tool like setting or managing a budget.

From a launch perspective, communication is very important. Because of the way we communicated DailyPay out and had infrastructure backup, we had a very successful launch. Solving for support and education upfront is key. Once you have those pieces in place, you're in a good spot. And it's paid off for us, our enrollment is over 64%. New hires are enrolling at a 70% rate. It's been so successful, we're also offering it to our salaried employees, too.



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