



## ThrivePass Thrive Account FAQs

### **Q: What is ThrivePass?**

**A:** ThrivePass is one of our well-being partners. Each month, benefits-eligible Associates located in the United States will receive employer contributions in a personal Thrive Account to support their well-being.

### **Q: What is a Thrive Account?**

**A:** Your Thrive Account contains two wallets: the Well-being Wallet, and Technology Wallet. The **Well-being Wallet** can be used to support your personal health and well-being in a way that makes sense for you. This includes purchasing exercise apps, healthy eating, emotional well-being, financial fitness, and more. The Thrive Account also offers a marketplace that allows you to spend your well-being dollars on discounted services, products, or gift cards.

The **Technology Wallet** is designed to support your work from home technology needs. It can be used to purchase home office technology such as a monitor, keyboard, mouse, headset, docking station, cables, adapters, etc.

### **Q: Who is eligible to receive Thrive Account employer contributions?**

**A:** All benefit-eligible Associates located in the United States are eligible for monthly Thrive Account contributions to both wallets.

### **Q: How much can I earn in my ThrivePass Thrive Account?**

**A:** In 2023, Associates will receive a Thrive Account contribution to each wallet:

- **Well-being Wallet**, an annual total of \$150 (\$12.50 per month)
- **Technology Wallet**, an annual total of \$120 (\$10.00 per month)

The annual amount will be prorated based on the Associate's hire date.

### **Q: When will contributions be deposited into my Thrive Account?**

**A:** New hires will start with \$275 in their **Technology Wallet** to support the purchase of peripherals which will be deposited within a week of hire date. You will receive company contributions to both wallets in your Thrive Account on the first of the month after you become benefits eligible.

### **Q: Can I rollover Thrive Account employer contributions?**

**A:** Yes, you can rollover up to \$300 annually per wallet. No further contributions will be made or received once you reach the maximum amount.

### **Q: Are Thrive Account contributions taxable?**

**A:** Yes, Thrive Account contributions are considered taxable income upon receiving reimbursement, but not at time of contribution. You will see the earnings code "ThrivePass" on your paycheck once you have used funds from your account.

### **Q: What can Thrive Account contributions be used for?**

**A:** You can use your employer-provided contributions at any vendor within the approved spending categories. Each wallet has different eligible reimbursement categories. Examples of approved spending categories include:

- Wellness
- Fitness
- Mental Health
- Home Office Technology
- and more!

To see **eligible reimbursement categories**, go to either wallet and click “Get Reimbursed.”

**Q: How do I access my Thrive Account?**

**A:** Visit <https://app.thrivepass.com/login> to log into your Thrive Account using your Paycor email address. Single Sign-On is available.

**Q: What is the ThrivePass MarketPlace?**

**A:** The ThrivePass Marketplace is an online shopping experience within the Thrive Account. Associates can spend their wallet funds or use a personal credit card to purchase services, products, digital apps, and gift cards. You’ll also have access to special discounts and promotions.

**Q: How do I submit a request for reimbursement?**

1. Log into your Thrive Account.
2. Select the wallet you wish to file a reimbursement against.
3. Click “Get Reimbursed” and find the tile that applies to your purchase (you can hover over the tile to see a definition about what is included in that category). Once you have found the category you want to request reimbursement for, click the tile.
4. Follow the remaining prompts and check the verification button, then click the yellow submit button.

**Q: Does reimbursement apply to purchases made within a specific period?**

**A:** Associates can submit reimbursement requests for purchases made on or after the date of their first contribution. For example, an Associate that begins with Paycor in February 2023, can submit expenses incurred on or after February 2023.

**Q: What are my reimbursement options?**

**A:** You can choose to receive reimbursement via direct deposit or gift card.

**Q: Can I submit a receipt for reimbursement if I don’t have enough funds in my Thrive Account to cover the full amount yet?**

**A:** Yes, you can submit a receipt for and schedule phased reimbursements for expenses initially greater than your current account balance.

**Q: Can I access funds in my account after I leave the company?**

**A:** When you leave Paycor, you will no longer be able to access your account or submit requests for reimbursement after your last day of employment.

**Q: Who do I contact if I have questions or issues with my Thrive Account?**

**A:** Contact [support@thrivepass.com](mailto:support@thrivepass.com) if you have questions concerning reimbursement requests, general questions (i.e. the marketplace, contributions, spending categories, etc.) or experience issues accessing your account.

### **Additional FAQs on ThrivePass**

**A:** When logged into your account, you can also visit [ThrivePass Support](#) for additional answers to frequently asked questions, including the topics listed below.

- [General Information](#)
- [Reimbursements](#)
- [Marketplace](#)