

Account & Profile

Q: How do I reset my EarnIn account password?

A: You can reset your password by selecting 'Forgot Password' on the login screen and following the email instructions.

Q: Can I change my linked bank account?

A: Yes, go to 'Settings' > 'Bank Account' and follow the prompts to link a new bank account.

Q: Why is my account under review?

A: Accounts may be under review for security verification. This usually takes 1-2 business days.

Q: How do I update my personal information?

A: Navigate to 'Profile' > 'Edit Info' to update your contact details, email, and address.

Cash Out Issues

Q: Why is my Cash Out not processing?

A: Ensure your bank is linked and active. Processing delays can occur due to bank holidays or technical issues.

Q: How long does it take to receive funds after Cash Out?

A: Usually within minutes, but it may take up to 2 business days depending on your bank.

Q: Can I cancel a Cash Out?

A: Cash Outs cannot be canceled once initiated. Please double-check before confirming.

Q: Why is my Cash Out limit reduced?

A: Limits adjust based on your earning patterns and app usage history.

Lightning Speed Transfers

Q: What is Lightning Speed?

A: Lightning Speed is EarnIn's feature to transfer funds instantly to your linked debit card.

Q: Why was Lightning Speed unavailable for my Cash Out?

A: It may be due to technical issues, debit card eligibility, or exceeding daily limits.

Q: Are there fees for using Lightning Speed?

A: Lightning Speed is free, but tips are appreciated to support the service.

Repayment & Balance

Q: How does EarnIn repayment work?

A: Repayments are automatically withdrawn from your bank account on your payday.

Q: What happens if my repayment fails?

A: EarnIn will notify you and attempt a retry. Please ensure sufficient balance in your account.

Q: Can I change my repayment date?

A: Repayment dates are tied to your payday and cannot be manually changed.

App Errors & Troubleshooting

Q: My app is crashing, what should I do?

A: Ensure the app is updated to the latest version. Try reinstalling if issues persist.

Q: I am unable to upload my timesheet.

A: Check file formats and internet connection. Contact support if the problem continues.

Q: Why am I seeing 'Verification Failed' during login?

A: Ensure you're using the correct credentials and that your device has a stable internet connection.

General Policies

Q: Is EarnIn a payday loan?

A: No, EarnIn is not a loan service. It's a way to access your earned wages without fees or interest.

Q: How is my information secured?

A: We use bank-level encryption and follow strict security protocols to protect your data.

Q: Does EarnIn affect my credit score?

A: No, using EarnIn does not impact your credit score.

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