

Brightside FAQs - Schreiber

What is Brightside?

Brightside is your Financial Care benefit. Brightside offers real solutions and personalized support for every money need - at no cost to you. We added it to our benefits package to help you manage all aspects of your financial life, including finding free and affordable solutions for money emergencies (even with a low credit score), negotiating bills, improving your credit score, managing debt, and building savings.

What will it cost me to use Brightside?

This benefit comes at no cost to you, and any information you share with Brightside is kept completely confidential. As an eligible partner, you and all adult members of your household get unlimited access to a compassionate, non-judgmental Brightside Financial Assistant, by phone or secure chat.

What does Brightside do?

Brightside offers personalized support for all things related to money. Brightside Financial Assistants will work with you or adults in your household (once you register by phone or secure chat) to offer real solutions for your unique circumstances.

Brightside can help you with all things money:



Urgent Assistance

Get support for crisis situations including eviction, homelessness, lack of transportation, utilities, food, and necessities



Emergency Money

Access cash and loans to deal with unexpected expenses, repairs, and past due bills - even if you have a low credit score



Debt and Credit

Discover how to pay off debt faster, save money on interest, handle debt in collections, and improve your credit score



Savings and Spending

Find deals on everyday purchases, avoid hidden fees, reduce loan payments, make money in a high-interest Brightside Savings Account, and access your paycheck earlier with a Brightside Spending Account



Life Events

Get help navigating the financial impacts of divorce, birth of a child, death of a loved one, reduced income, illness, and understand ways to prepare for retirement



Much More

Save money on student loans and taxes, and get help with any other financial needs to help put more money back in your pocket

Does Brightside make money off me?

Brightside does not receive fees, commissions, or “kickbacks” from any program, product, or service your Financial Assistant may suggest you consider.

Will anyone at Schreiber see information I share with Brightside?

Any information you share with Brightside is kept confidential and not shared with anyone.

How do I sign up for Brightside?

In just one minute, you can register on the Brightside app, online at app.gobrightside.com or call 855-940-1507. Financial Assistants are available M-F, 8 a.m. - 9 p.m. ET.

What happens once I register?

Once you’ve registered with Brightside, you’ll answer a few questions about your financial needs, financial situation, concerns, and goals, by phone or secure chat.

Your Brightside Financial Assistant will work with you (also by phone or secure chat) to understand your unique needs, goals, and priorities. They’ll offer options to help address them, step by step.

Brightside Paycheck-Linked Offerings: FAQs

In addition to real solutions and personalized support for every money need at no cost to your partners, Brightside offers loans to help with money emergencies (even if they have a low credit score), a free high-interest Brightside Savings Account with no fees or minimum balances, to help grow their money faster - and more. Below is information about specific offerings and frequently asked questions about how we can help your partners' financial needs:

Loans

Brightside offers Schreiber partners the option to apply for loans through its loan partners. Brightside is not a lender and does not determine loan approval.

These loans are payroll-deducted with a range of flexible features and offer more favorable terms than alternatives, such as payday loans. When exploring loans, Brightside Financial Assistants will also consider other options, like connecting partners with free resources so they do not have to borrow, whenever possible.

If the partner and their Financial Assistant determine pursuing a loan is the best financial solution, they will provide information and options based on the partner's needs and help them understand all loan details including fees, interest rate charges, required payment amounts, and payment schedules.

How do I repay my loan?

Loan repayments are deducted from each paycheck. If you leave your job or go on leave and are not receiving paychecks as you typically would, you are still responsible for making the loan payment. It can be made directly to the lender; Brightside can help with any questions.

Brightside Spending Accounts

Partners with a valid social security number are eligible to open a free Brightside Spending Account - and so are other adult members of their household. This simple, no-fee spending account combines the support of a Brightside Financial Assistant, makes it easy to track spending, and helps them avoid fees that may come with a traditional checking account.

How do I move or use money in my Spending Account?

You can establish direct deposit so your paycheck goes right into your Brightside Spending Account; funds may arrive up to two days earlier than your typical payday. You can also link your Brightside Savings Account or external bank accounts to move money into and out of your Brightside Spending Account.

Once you open a Brightside Spending Account, you'll receive a physical debit card in the mail in about a week. You can also connect your Brightside debit card to a mobile wallet. This might be a good option if you prefer to pay digitally and want same-day access to cash in your Brightside Spending Account.

Brightside Savings Accounts

A Brightside Savings Account can make it easy to save, with no fees or minimums. Partners earn a competitive annual percentage yield (APY) on funds in their Brightside Savings Account, to help savings balances grow even faster.

Here are some ways your partners can build savings with Brightside:

Autosave directly from your paycheck

Partners can use autosaving in their Brightside Savings Account to deposit part of each paycheck (*as little as \$1*) automatically and directly into their Brightside Savings Account – and possibly see even more rewards as a result! On the last calendar day of each month, 50 autosavers will be randomly selected to have \$100 deposited into their Brightside Savings Account.

Referral bonus

Partners can earn a \$10 referral bonus when they refer a colleague to open a Brightside Savings Account. If the referred person opens a Brightside Savings Account and enrolls in autosave, the referral bonus will reflect as a \$10 deposit in the referring partner's Brightside Savings Account.

How to get started:

Register on the Brightside app, at app.gobrightside.com or call 855-940-1507. Financial Assistants are available M-F, 8 a.m. - 9 p.m. ET.

Financial Assistants can help with questions about how to open or use these Brightside paycheck-linked products - or any other financial needs - at no cost to you. Any information you share is kept completely confidential.

Available based on employer benefit eligibility.