



Maven Wallet At Work

Quick answers to the most common employee reimbursement questions

How can I track the status of my reimbursement?

You can check reimbursement status directly within the app by tapping “Me” in the navigation bar along the bottom of the screen and clicking “My Maven Wallet.” Maven Wallet members will see a list of all their reimbursements on the dashboard, along with their statuses. These statuses will update automatically and you’ll receive an email when your expenses have been reimbursed. Wallet members can also tap into each reimbursement for more details or message the Maven Wallet Team for help.

Once you submit a claim, it moves through a few steps before it is approved for reimbursement. Maven will review your submission, confirm the expense is eligible to be covered under the wallet program, and request additional information as needed.

You will receive confirmation, a request for more information or a notice of denial depending on the review. The timing of your reimbursement may vary depending on reporting cadence and payroll cycle.

If you are expecting a direct deposit reimbursement please make sure that your banking information is up to date for fastest processing. Maven and your employer make every effort to reimburse as quickly as possible.

If I have a question about the status of my reimbursement, who can help me?

Maven Wallet members can message Maven in the app or connect with a live Maven specialist on our dedicated Wallet Phone Support Line at **+1 (888) 861-1329**. Live phone support is available to members globally - Monday through Friday from 9:00 AM-9:00 PM ET and Saturday through Sunday from 10:00 AM-5:00 PM ET, excluding holidays. Please convert these hours to your local time zone to find when the Maven team is available to you.

The phone line is exclusively for Maven Wallet members and is here to make your Wallet experience as seamless as possible. Whether you’re checking on the status of a reimbursement, confirming whether an expense is eligible, or submitting a claim, a specialist can support.

Note: We can only discuss the details of the Wallet members' experience with them directly. This phone line is not intended for Client use. If Client teams have any questions, please reach out to your Maven Client Success representative.

What is the turnaround time for reimbursement with Maven Wallet?

Maven Wallet members may come to you with questions about when they’ll be reimbursed. Here’s what to know so you can point them in the right direction:

Maven will review all reimbursement claims within 3 business days to ensure they include complete information. Incomplete/inadequate information from Wallet members may impact this timeline. The reimbursement review process is typically completed within 10-14 business days following this. From there, reimbursement timing depends on your program setup and reporting cadence.

- **Direct deposit members** — Once your employer has approved for Maven to release the funds, you can expect to receive your reimbursement within 3-5 business days. Please check to ensure your bank account is connected.
- **Payroll members** — Reimbursement will be applied via paycheck within approximately 2–3 pay cycles.

If your reimbursement is taxable, an appropriate tax withholding will be deducted from your next paycheck.

Note: Encouraging your team to review and approve Wallet reports promptly is the best way to ensure Wallet members are reimbursed as quickly as possible!



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Built to work alongside your full benefits suite

Maven Wallet is designed to maximize every dollar your employees have available — not compete with the benefits they already have. Maven automatically steers Wallet members to use their HSA, FSA, and insurance coverage first, ensuring Wallet steps in where other benefits leave off so every dollar goes further.

To keep your program protected and fully compliant, Maven requires itemized invoices and paid receipts reflecting out-of-pocket costs prior to processing any reimbursement. This ensures IRS compliance (*U.S. only*) and eliminates the risk of double-dipping — all without adding any extra lift for your team.

Where can I expect to access my Wallet reports?

All Wallet reporting is delivered through Quatrix, Maven's secure portal. Reports are only generated when we have approved member reimbursements to share with you — so when one arrives, it's ready for your team to act on.

Wallet approval report

Sent at a mutually-agreed upon cadence (*weekly, bi-weekly, or monthly*) when there is utilization. Shows which employee IDs have submitted expenses, reimbursement amounts, and tax details. HR confirms active employment; payroll records amounts for W-2.

DIRECT DEPOSIT CLIENTS

- + Reply to walletreporting@mavenwallet.com to confirm eligibility and flag any tax remediation needs. If an employee is ineligible, include their termination date and reason.
- + Note: Reporting is directly tied to reimbursement timing. Once your team takes action on a report, that's what triggers the next step in the reimbursement process for your Wallet members — so timely review and approval keeps things moving smoothly.

PAYROLL CLIENTS

- + Reimbursements are processed through the employer's payroll cycle.
- + At the 30-day mark from the report date, Wallet members will receive an automatic notification confirming the claims process is complete.
- + The employer's payroll schedule will determine when funds hit their paycheck.

Reconciliation report

Direct deposit clients only. Delivered on a monthly cadence. A full record of all transactions debited from your account — for your finance team's books. No approval action required.

Year-to-date report

Delivered annually. A complete summary of all expenses reimbursed in the prior calendar year — employee IDs, amounts, and tax details — everything your team needs for end-of-year reporting and W-2 prep. For custom or ad hoc reporting requests, please reach out to your Client Success representative.