

# Frequently Asked Questions

## How many evaluations can I do a month?

We ask that you evaluate the credit union one time only during the month. As we need additional evaluations or if we have "special assignments," we will contact you via email.

## When and how will I receive payment for my evaluations?

At the end of this month, MemberShoppers will send the credit union a list of all the evaluators who have successfully completed an evaluation during the month. The credit union will then automatically deposit the appropriate payment amount directly into your main membership share (savings) account.

## What do I do if I haven't received my payment for the month?

If you have not received payment by the 15th of the following month and you have verified that the deposit was not made to your main share (savings) account, please contact your MemberShoppers Client Manager at their email address or email [support@MemberXP.com](mailto:support@MemberXP.com). **It is important that you do not contact the credit union if you do not receive payment so your identity as an evaluator will not be revealed.**

## What should I do if I've forgotten my username and password?

Click on the Lost your password? link which is found on the login screen on MemberXP.com. Enter your email address in the appropriate box to receive an email with your username or to reset your password.

## What do I do if I wasn't paid the correct amount?

If you did not receive the correct payment for the evaluation you completed, please contact your MemberShoppers Client Manager at their email address or email [support@MemberXP.com](mailto:support@MemberXP.com).