

COMMON QUESTIONS ABOUT THE UMBRELLA SERVICE

1. How much does the scheme cost?

A: £16.84 including compulsory Tax Insurance-however this is a **work related expense** and is subject to a 20% deduction, so the cost you actually pay is **£13.47**.

2. What can I expect from Backoffice?

A: 1st class service including a weekly payslip, text message advance notice of pay, pay advice, end of year tax assistance if required, dedicated and professional service team.

3. Does the scheme have any negative effect on any of my TAX credits?

A: NO - if anything the scheme will improve your TAX credits as all credits are based on your Taxable income, by using the work related expense claims you are reducing your taxable income and this should be reflected by a possible increase in the credits received. Contact your agency or Backoffice for assistance on how to do this.

4. I am in receipt of private pension payments; does the scheme have any effect on these?

A: NO

5. If I pay minimal or zero TAX and NI contributions for a period of time will my state pension or other state benefits be affected?

A: NO – Even though your contributions have been lowered, you are still going to receive the same amount of benefits that would be expected for any worker in your salary range. Backoffice files a return (P11D+P14) to HMRC on behalf of all employees at year end stating earnings before and after expense claims, this is backed up with a P60 that you receive.

6. Do I have to fill out an expense form every week?

A: YES if you want to see the increase in NET pay.

7. What if I forget to submit expenses?

A: We can backdate a claim on occasion if required, but this is not a practice that we usually follow or encourage.

8. What sort of financial benefit can I expect?

A: This depends upon the size of the claim made and the shift patterns that you work, it is not uncommon to see between 10% and 20% increase on NET pay when using the service correctly. If advice is required, please contact the agency or Backoffice at any time.

9. Why is my payslip so detailed?

A: Backoffice has to show the entire process from Gross income, offsetting expenses and other costs to get to the lower taxable amount. From this your NET pay is calculated and should be higher due to less contributions being made and work related expenses being reimbursed.