

## Pay FAQs

### Hours / Pay:

Our payroll week runs Sunday – Saturday.

Temporary staff are paid weekly, one week in arrears. Payment is made by BACS transfer into your account on the Friday of the following week. If the Friday is a Bank Holiday, payment will normally be made on a Thursday.

Most earnings are subject to statutory deductions. These may include tax, National Insurance, pension contributions and student loans. The amount that is deducted is based on several factors such as the amount you earn, your tax code, your age and whether you borrowed money to study. Sometimes we are required to make deductions for unpaid debts, fines and insurances. You will not be able to opt out of most statutory deductions other than pension contributions.

If you have a query relating to your pay or hours shown on your payslip, please contact our Customer Success Team, Monday – Friday between 9am - 5pm on 01233 515169 or email [customer.success@hrgo.co.uk](mailto:customer.success@hrgo.co.uk). Please ensure you state your name, NI number and date of birth so we can correctly identify you.

### Tax code:

If you think your tax code may be wrong, you'll need to contact HMRC to discuss this.

There are several ways to contact them including by phone or by post and you can find their contact details here:

<https://www.gov.uk/government/organisations/hm-revenue-customs/contact/income-tax-enquiries-for-individuals-pensioners-and-employees>

If you would rather learn about your tax code and other information HMRC holds about you, we recommend you set up a personal tax account which only takes a few minutes.

To register, visit: <https://www.gov.uk/personal-tax-account>

### Payslip:

Payslips are usually available to view or download from Thursday 6pm within the Payslip & P45 section of your HR GO Candidate Account. You should receive a text message to inform you when your payslip is available.

### P45:

Your P45 will be within your Payslip & P45 section of your HR GO Candidate Account for you to download.

If you are unable to see your P45, please contact our Customer Success Team, Monday – Friday between 9am - 5pm on 01233 515169 or email [customer.success@hrgo.co.uk](mailto:customer.success@hrgo.co.uk). Please ensure you state your name, NI number and date of birth so we can correctly identify you.

### P60:

If you would like your P60 from the 2020/2021 tax year, please contact our Customer Success Team, Monday – Friday between 9am - 5pm on 01233 515169 or email [customer.success@hrgo.co.uk](mailto:customer.success@hrgo.co.uk). Please ensure you state your name, NI number and date of birth so we can correctly identify you.

Your P60 for 2021/2022 tax year, should be available early April 2022.

### **Holiday:**

If you would like to know how much holiday you have accrued, taken and have remaining, please contact our Customer Success Team, Monday – Friday between 9am - 5pm on 01233 515169 or email [customer.success@hrgo.co.uk](mailto:customer.success@hrgo.co.uk). Please ensure you state your name, NI number and date of birth so we can correctly identify you.

Temporary staff do not accumulate a cash value per hour. We calculate your holiday pay rate based on your average weekly pay over the previous 52 weeks, or the number of complete weeks you have been employed (if less than 52 weeks). When a day's pay is requested, we divide the weekly average amount by 5 and pay this.

### **Pensions:**

*I have received an email from the pension provider about the workplace pension scheme, but I don't want to join.*

We must enrol any of our temps who meet all of the following criteria:

- You earn over £192 per week (or £833 per month/£10000 per year)
- You are aged 22 or over and
- You are under state pension age

You cannot ask us to opt you out of the pension scheme before you have been opted in, it's the law so we must do this.

However, if we do start making pension deductions from your pay, the pension provider will email you shortly after being enrolled and explain your rights and options, including how to opt out.

*I have had a pension deduction from my pay, but I don't want to be in your workplace pension scheme*

We had to enrol you into the pension scheme by law because you met the criteria to be enrolled, however, you do have the right to opt out.

If you do this within one month of being joined, then you'll be able to request a refund too.

Please keep an eye on your emails for a communication from the pension provider which will explain how to do this.

This will be emailed to you shortly after the first deduction from your pay.

### **If your pension is with Smart Pension:**

*I would like to contact Smart; do you have their contact details?*

There are several ways to contact Smart Pension including online, by phone and live chat – please visit: <https://www.smartpension.co.uk/contact-forms/member> for the contact details.

*How do I log into my Smart pension account?*

Once we start making pension deductions from your pay, Smart will email you a few days later.

The email will contain a link through to your personal pension account.

If you cannot find this email, or the link has expired, you'll need to contact Smart Pension directly.

There are several ways to contact Smart Pensions including online, by phone and live chat – please visit: <https://www.smartpension.co.uk/contact-forms/member> for the contact details.

**If your pension is with Options:**

*I would like to contact Options; do you have their contact details?*

You can contact Options by phone on 0330 124 1510 or send them an email on [workplacepensions@optionspensions.co.uk](mailto:workplacepensions@optionspensions.co.uk)

*How do I log into my Options pension account?*

As a member of the workplace pension scheme, you can access your pension online and view your personal details, transaction history and the value of your pension. To access your portal please go to <https://www.optionsmembers.co.uk>

You will need your username and password. This information would have been provided to you in your welcome registration email sent to you when you joined your workplace pension scheme.

Your username will be included in the welcome registration email that Options sent to you. Don't worry if you can't find your username, just email [workplacepensions@optionspensions.co.uk](mailto:workplacepensions@optionspensions.co.uk) for support.

If you can't remember your password, reset your password using the 'reset password' link on the member portal.