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Date: 20 October 2023  
**Please ask for:** Richard Askew  
Our Ref: Payroll/RA  
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Dear Mr Lamb

### Changes to your Payroll Processing Prices

We hope this letter finds you and your business well.

It is twelve months since we reviewed our payroll processing prices and so we are writing to inform you of some changes to our pricing structure that will take effect from 1st of November 2023.

As you may be aware, the UK economy is facing significant inflationary pressures due to various factors, such as the impact of the COVID-19 pandemic, the Brexit transition, and the global supply chain disruptions. According to the latest data from the Office for National Statistics, the Consumer Price Index (CPI) rose by 6.3% in the year to September 2023.

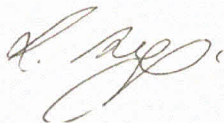
As a payroll service provider, we are also affected by these inflationary pressures, which increase our operating costs and affect our ability to deliver high-quality services to our clients. Therefore, we have decided to adjust our prices in line with the CPI increase of 6.3%.

While experiencing higher than CPI increases on our costs, we have tried to keep the increase as low as possible, and we have not applied any increases to our costs for new starters or year-end reporting, keeping those costs at the current rates.

We would also like to take this opportunity to inform you that we are constantly looking for ways to improve our offering to our clients and enhance your experience with us. In the coming months, we will be introducing some new features and benefits that will make your payroll process easier, faster, and more secure. We will keep you updated on these developments as they become available.

Thank you for your understanding and cooperation. If you have any questions or concerns about the price increase or our services, please do not hesitate to contact us at any time. We look forward to serving you in 2024 and beyond.

Yours sincerely



Richard Askew  
**Head of Payroll**  
**For and on behalf of**  
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## Payroll Pricing – Effective 1 November 2023

All prices quoted are NET of VAT.

### Cost per payslip

Our price per payslip is £5.05, and depending on the employee numbers and processing frequency there will be a minimum charge (as per below). The cost per payslip includes the cost for electronic payslips and is invoiced based on the actual number of payslips processed in the period.

Pay run frequency	Minimum Monthly Charge £
Weekly	£151.50
Fortnightly	£101.00
Four-weekly or Monthly	£50.50

For quarterly and annual payrolls there will be a minimum charge of £50.50 per pay run.

### New starters

Our charge will remain at £5.00 for each new starter. This covers the administrative tasks of setting up new employees including data validation with HMRC. When people leave your payroll we will provide your former employee with a digital P45 at no additional cost.

### Year-end reporting

Once per year we will provide you and your employees with a P60 for all employees who are employed on 5<sup>th</sup> April together with all year end submissions to HMRC. Our charge will remain at £3.75 per active employee which we will charge alongside your March invoice.

For clarity, this excludes any work done for PAYE Settlement Agreements (PSA) or P11D work. Armstrong Watson can support your business with this too, but will do so under a separate engagement letter.

### Supplementary Run

We understand that due to unforeseen circumstances you might require a late change to your pay run. When this happens we will aim to be as accommodating as possible. We will charge an additional fee of £5.05 per affected employee, with a minimum charge of £50.50 per supplementary run.

### Nil submissions

If you have a PAYE scheme set up with HMRC, without employees, then you are required to process a NIL submission. This is also relevant when you do not process a pay run every month. When we process a Nil submission on your behalf we will charge £23.90 per submission.

### Ad hoc project work

Ad hoc project work is priced on an individual basis, depending on team members involved and complexity of the work. The charge out rates below provide an indication of this.

	Hourly rate £
Payroll Administrator	77.00
Payroll Senior Administrator	87.00
Payroll Manager	147.00
Payroll Senior Manager	242.00

### Billing Frequency

We will raise our invoices at the end of the month for services delivered in that month. Payment will be required within our normal credit terms which are 14 days. The amount you pay may vary from month to month according to new starters, supplementary payment runs and year end reporting.

If you have prepaid for your services this change will only occur once the prepaid period is completed.