

THE SCOTTISH TRAINING FOUNDATION GROUP OF COMPANIES

SERVICE LEVEL AGREEMENT PORTFOLIO CONSULTANTS LIMITED

Section 1: General

The agreement is between Portfolio Consultants Limited (referred to hereafter as PCL) and the client.

The agreement covers the provision to the client of a full payroll bureau service and/or bill paying service commencing with the receipt by PCL of a signed Service Level Agreement (SLA)

Section 2: Client Requirements

1. The client will provide PCL with relevant employee details using the PCL Commencement Form.
2. The client will ensure **written alterations** to employee details are lodged with PCL using the PCL Alterations to Employee Details Form at least **five working days before processing date. Processing date is three working days prior to pay date.** PCL reserves the right not to process items received after the specified deadline.
3. The client will ensure alterations to employee payment/deduction details are lodged with PCL **at least five working days before processing date.** In the case of weekly paid employees, this information must be received by **Monday mid-day. Where there is a bank holiday, alteration must be received by the previous Friday.** PCL reserves the right not to process items received after the specified deadline.
4. If the client requests items to be processed out-with the deadline then there will be an additional charge.
5. Alterations to payroll details must be in writing from one or more authorised signatories. Verbal communications will be noted but **NOT** processed.
6. Alterations to payroll payments and deductions must be in writing from one or more authorised signatories. Verbal communications will be noted but **NOT** processed.
7. Enquiries from employees or authorised signatories should be made in writing to PCL.

Section 3: PCL Requirements

1. PCL will provide employees with a security payslip detailing gross to net pay for the period and year to date within three working days of the processing date. Payslip will be sent to client for distribution to their employees. An additional charge will be made for any payslips sent direct to employees and/or copies of payslips.
2. PCL will remit the PAYE and NIC to the Inland Revenue by the due date.
3. PCL will remit pension deductions to the appropriate pension bodies by the due dates. Payments are made by BACS or Cheque only.
4. PCL will produce and administer all submissions (with the exception of the completion of P11Ds) to Her Majesties Revenue & Customs (HMRC) including all year end procedures.

5. PCL will provide the client with a monthly income and expenditure statement together with supporting schedules, issued within ten working days of the month end. Additional charges will be levied if duplicate information is requested.
6. PCL will provide assistance to clients on the bureau information produced and its interpretation.
7. PCL will respond to queries from employees in writing.
8. PCL will respond to queries from authorised signatories in writing.
9. PCL will comply with all requirements of the Data Protection Act relevant to payroll records.
10. All information received by P.C.L. from the client will be treated as confidential and will not be disclosed to a third party without prior written approval from the client unless disclosure is required by statute.

Section 4: Service Fee

The service fee is reviewed annually and charged monthly in arrears based on the number of transactions processed on the clients' behalf.

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**SERVICE LEVEL AGREEMENT
PORTFOLIO CONSULTANTS LIMITED**

Signed

Client _____

Print Name _____

Position _____

Date _____

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**SERVICE LEVEL AGREEMENT
PORTFOLIO CONSULTANTS LIMITED**

Client _____

Please complete the sections below in full

Authorised Signatories

Name	Position	Signature	Authorising Level
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Date _____