

HIGH SOCIETY

PAYROLL FAQs

WHAT IS THE HIGH SOCIETY PAYE REFERENCE NUMBER?

Lothian's Area: 846/BA01746.

WHEN WILL I BE PAID?

You are paid monthly and will receive your pay no later than the 7th working day of the following month. You are paid from the 1st day of the month to the last day of the month inclusive. Please remember bank holidays and weekends do not count as working days.

If you need to email about pay please use: pay@high-society.co.uk your enquiry will be dealt with within 48 hours or the next working day.

HOLIDAY PAY

As an agency worker you are entitled to 12.07% extra on top of your basic rate; so this is all included in your rate. Many companies ask you to claim it, but High Society pays it out to you.

If you have any problems with your pay, please e-mail pay@high-society.co.uk

MISSING PAY

If you believe you are missing pay, please make sure you have first examined your payslip and noted any tax deductions such as paye (tax), national insurance, or student loan amounts, that may have been taken from you which would explain the discrepancy.

Many staff who call or contact the office have not yet checked their pay-slip, and often if you feel you should have been paid a higher amount, this comes down to a misunderstanding which is often explained on the payslip.

Please send an email to pay@high-society.co.uk including details of the hours you worked, the event date, place of work, and times you worked, and any other information you may have to help us locate your hours and quickly deal with it.

Please note quite a few of our clients remove staff-break times from your pay, which they are entitled to do by law. If a discrepancy is found we will either send you a cheque, or add to the following month to be seen on the payslip separately.

I WASN'T PAID ANYTHING THIS MONTH

Have you provided your correct bank details, please double check them before calling our office?

You should check your payslip first. Payslips are accessed by you from a pc or mac, online through <http://www.epayslips.com/>, or on your smart phone on <https://my.epayslips.com/mobile/melogon.aspx> you will have received your username and password when you first started with High Society, if you don't have your details you will need to email pay@high-society.co.uk.

I STILL CAN'T SEE MY MONEY IN MY ACCOUNT?

Have you provided your savings account details instead of your actual day to day bank account have you checked all your accounts, before calling HS office? Have you looked at the 7th / 8th or 9th of the month as it can take a few days to hit your account.

If you have given us the wrong account number - we must wait for the money to come back in to the High Society account, before we can pay you, and this may take a while.

If all of the above does not apply to you, please give us a ring in the office as soon as possible, also write an email to pay@high-society.co.uk.

I WANT TO BE PAID IN TO A DIFFERENT ACCOUNT

Go in to your staff portal, and change your details. This is done automatically, and the portal is linked to our database.

I DO NOT HAVE A BANK ACCOUNT, HOW DO I GET MY WAGES?

You cannot work for High Society unless you have UK bank account

WHAT IS A P60?

A P60 is an end of year document showing all pay and tax in that year which can be accessed on-line in May every year. It covers the tax period April 6th to April 5th each year, which is the employee's tax year.

Your P60 is processed once a year and uploaded to your profile on <http://www.epayslips.com/>, you will need to access this yourself. You should have received your username and password when you first started with High Society, if you don't have your details you will need to email pay@high-society.co.uk.

WHAT IS A P45?

A form given by an employer to an employee leaving a job, which is useful to your next employer, as it means you do not start your new job on a basic rate tax, but the correct tax code.

HOW DO I REQUEST MY P45?

Send an email to pay@high-society.co.uk and we will inform our payroll company, and you will have it at the end of the month.

P45's are processed once a month and are sent out in the second week of the month.

WHAT IS NATIONAL INSURANCE AND DO I HAVE TO PAY IT?

National insurance pays for public services such as police force and the NHS. Everyone living in the UK must pay this tax. It is a flat rate of 11% above the tax-free threshold.

I DON'T HAVE A NATIONAL INSURANCE NUMBER, HOW DO I GET ONE?

Your National Insurance number is your own personal account number. It is unique to you and you keep the same one all your life. It makes sure that the National Insurance contributions and tax you pay are properly recorded against your name. It also acts as a reference number when communicating with the Department for Work and Pensions and HM Revenue & Customs (HMRC).

Unless you have an international student visa (outside the EU) you will need an N.I. number. If you do not have one and you work without it, you may be taxed up to 40% by the HMRC. To apply for your N.I. number please go to: <http://www.hmrc.gov.uk/ni/intro/number.htm>.

I AM A STUDENT, DO I STILL PAY TAX?

Yes, everyone pays regardless of your status. Forms that used to be available to complete to prevent students being taxed during holiday periods have now been abolished by HMRC.

I HAVE PAID TOO MUCH TAX, HOW DO I CLAIM IT BACK?

Have you contacted HMRC about this? If so they will probably ask you to send them your P60 for the tax year you would like a rebate for, please see section: P60 / end of year document. If not you will need to call them as it is them who deals with this and not us: HM Revenue and Customs 0300 200 3300.

I BELIEVE I AM PAYING TOO MUCH TAX?

If you think you are paying too much tax you will need to call HMRC on 0300 200 3300.

Please use the HMRC website for further information: [HMRC Website](#)

I WANT TO CLAIM BACK OVERPAID TAX IN THE PAST YEAR, WHAT DO I NEED?

To claim back tax for the past financial year you will need to download your P60 from the payslip site. P60 forms are available for the 19th May each year, and you can claim your tax back from the past 5 years.

I WANT TO CLAIM BACK OVERPAID TAX FOR THE PAST YEAR, AND I AM LEAVING THE COUNTRY.

To claim tax for the current financial year you will have to terminate your employment with us and request a P45. You will then have to contact HMRC directly with your P45, to claim back your tax.

DO I HAVE TO BE IN THE UK TO CLAIM BACK TAX?

NO. This can be done from anywhere, as long as you have access to the right forms.