



In their own words:
Switching to PayStream's
Umbrella company

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A PayStream Q&A with Scott Foreman - Quality Control Analyst

There are plenty of umbrella companies around for contractors to choose from, but not all of them work compliantly and with your best interests at heart. We spoke to Scott Foreman who shared his experience of joining our umbrella service after switching to us from another provider.

Scott has worked as a contractor for around two years and during that time has worked through a number of different umbrella providers, until six months ago when he decided to switch over to our umbrella company, My Max. We talked to him to find out why he made the choice to transfer, what the process of switching over was like and how he felt about his decision.

Deciding to change providers

Scott is a Quality Control Analyst in the banking sector, which in his words involves "managing the quality of the bank's work, and making sure rules and regulations are there to produce a good standard of work for customers". He recently moved over from working with Barclays to Santander, and during that move he decided to also switch umbrella providers.

"I got a little bit of information on different umbrella companies because I didn't want to stay with my current option. The one that was recommended by my co-workers was PayStream," he said.

"PayStream are actually the best guys to go with."

Scott added. "I get paid weekly, so it all adds up." Because of this, he decided to make the switch from his previous provider to us.

In their own words: Switching to PayStream's Umbrella company

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Switching over to PayStream

We try to make sure switching to our service is as easy as possible for all our contractors, and Scott certainly felt we were able to achieve this for him. This started with a simple phone call, in which we were able to run Scott through the benefits of joining PayStream and a step-by-step guide explaining how to do so.

“PayStream showed me an illustration of what I would be getting, so there was nothing going to be hidden, all cards were open on the table.”

It was then that he decided to make the switch, and doing so was simple.

“I got an email telling me how to do it and if there were any problems I could ring and they’d tell me how to go to the next step. It was quite quick and easy to be honest.” And with that, Scott was set up.

The difference exceptional service can make

So, how has he found it since? He’s found himself taken in by an unexpected aspect of our offering: our customer service. He said:

“With PayStream, every time I ring up with a query, it gets answered, and they always follow up the phone call with an email afterwards clarifying what was discussed, which I think is really good. I never got this previously.”

This has made Scott’s working life a lot easier. “If I ever have to ring or anything, I don’t dread it because I know I’m going to be getting a good level of customer service and they’re always happy to help,” he added.

In fact, the way Scott has been treated by us has made him feel much more included than at his previous provider.

“I feel like I’m part of something at PayStream, whereas previously I was just one of their many, many employees under their payroll.”

“It’s nice to feel welcomed, it definitely makes me more comfortable and I feel that I can ask them anything. I would highly recommend PayStream.”

If your umbrella company isn’t able to give you the service and expertise that you deserve then now is the perfect time to switch.

Speak to a member of our team today about our range of services.

Call us on **0161 929 6000** or email **info@paystream.co.uk**



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