



In their own words:
"The service is
consistently outstanding".

Our executive umbrella company experience

A PayStream Q&A with Laura - HR Advisor

An umbrella company is the simplest way to get paid for most contractors working inside IR35. The contractor is an employee of the umbrella company, which handles all of the paperwork. My Max Exec is PayStream's executive umbrella service, designed to give our umbrella employees even more benefits such as an inclusive Self Assessment tax return, personal tax advice and free IR35 contract reviews.

In order to gain a first-hand experience of My Max Exec from someone actively using the service, we spoke to Laura who was very keen to share her thoughts and feelings.

Why choose PayStream?

Before Laura decided to join PayStream, her recruitment agency gave her a list of several different umbrella companies that she could choose from. This is common in our industry and is known as a Preferred Supplier List. Laura decided to research each of these umbrella companies online by reviewing their websites and reading reviews on Trustpilot and Google. She was consistently impressed with PayStream at each step of the way.

After speaking with our new business team and receiving prompt and direct answers to her questions, she remarked that "all paths were pointing to this company".

Based on Laura's personal circumstances, during the joining process she was advised that our enhanced My Max Exec service could be of real benefit to her. She'd be allocated her own customer service concierge who was fully trained in tax affairs and ready to answer any query she may have. The team would also prepare her Self Assessment tax return and review her contracts, saving her time and money in the long run. She said, "PayStream took me through what was included and how it works. They sent me some information to look at and I decided to upgrade to My Max Exec."

In their own words: our executive umbrella company experience

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The executive experience

When asked how she's finding the My Max Exec service, Laura couldn't have been more complimentary.

"Happy doesn't do it justice. I've worked in retail, financial services, HR, front of house, bank management, but the customer service from PayStream is off the scale. I've never experienced anything like it. They are so responsive, so helpful, so pragmatic and so friendly. I'm on a first name basis with the team and they phone me back if they're not available to take my call. You don't lose anything in terms of the experience, they're just outstanding".

Laura went on to compare her PayStream experience against another provider she had used in the past. "The last company I used whilst working as a contractor were so hard to get hold of and they didn't seem remotely bothered in doing anything". She said that she felt like the My Max Exec team genuinely cared and that she was in completely safe hands with the team.

One particular moment that Laura wanted to highlight was a time where the PayStream team went above and beyond to ensure she received the pay she was expecting. "The logistics of processing my pay from my client was quite complex, but the My Max Exec team were working until five to six on a Friday night to sort my pay out for me. I was nearly in tears by the end of the day, they're just amazing and probably do way more than they should do".

Consistently outstanding

At PayStream, our promise to contractors has always been to provide sound advice and straight-talking answers. Whatever your industry, we've got the experience and knowhow to guide you, and services to support you as your career develops.

When asked if Laura had anything else she'd like to share with regards to her My Max Exec experience, she went on to say:

"I don't know what it is that PayStream are doing, but the service and the responsiveness is consistently outstanding. Whatever it is you're doing to create, instil and train, you need to package that up and sell it because you'll make a fortune".

If you fall inside IR35, typically earn more than £1000 per week and are thinking of using an umbrella company, then PayStream's My Max Exec service could be the perfect solution for you.

Give us a call us on **0161 929 6000** or email **info@paystream.co.uk**



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