



**In their own words:**  
"PayStream provide a top grade service".

## Our umbrella company experience

---

### A PayStream Q&A with Simon - Lead Practitioner

For contractors working inside IR35, the option of working through an umbrella company is often the preferred choice. Not only is it one of the most hassle-free ways to work, but it offers benefits such as the option for salary sacrifice contributions into a personal pension plan, as well as maintaining a record of continuous employment.

We recently spoke to Simon, who has been one of PayStream's umbrella employees since the start of 2020. We wanted him to share his experience of working through an umbrella company, focusing on the elements of our umbrella company that he valued so much.

#### Research is important

Simon knew that working through an umbrella company was the preferred choice for him. That being said, he was very aware that there were several umbrella companies he could choose from, so he wanted to be sure that he was choosing the right one for him.

Simon said:

"I did some research on the internet, I looked at feedback, and got a really good feel for the service PayStream provided."

We would always encourage contractors to look at reviews online such as Trustpilot and Google. They are a great indicator as to the satisfaction levels of umbrella employees. Looking at social media commentary can also reveal a lot about a company and their core values.

## Compliance is key

Any contractor that contacts PayStream's umbrella company can expect to receive a detailed illustration, which breaks down how their take home pay will be calculated. Not only is this transparent, but it also confirms to contractors that we're operating compliantly. This experience was no different for Simon, who had detailed conversations with our advisors before joining.

PayStream's commitment to transparency continues right through, from the joining process, to the running of day-to-day activities. All our umbrella employees receive payslips including an invoice reconciliation which is a detailed breakdown of their pay. Simon said:

"I can see the gross pay, the net pay, pension contributions... its ideal. There's nothing else that you could actually put on there as it has everything you need".

## The Umbrella experience

Simon said that one of the most important things for any contractor is being paid on time. Communication on this matter is vital and that's one thing he thought PayStream excelled at. He said, "I get a text to tell me I'll be paid at a certain time and how much it is. I also receive an email and I can also log onto the portal and it's all on there".

"The main thing that differentiated PayStream from other umbrella companies was that if I emailed PayStream I'd get a response within a couple of hours. Whether it was to do with pension contributions or payments, I always got an answer. PayStream tell me exactly what's going on".

Another benefit to using PayStream's umbrella company is the option of salary sacrifice contributions into a personal pension plan. This means that contractors can save £100s in PAYE tax and National Insurance contributions, whilst helping them prepare for their future. Simon is one of our many umbrella employees that takes advantage of Salary Sacrifice to pay into his personal pension.

## Sharing the benefits

As an experienced contractor, Simon has previously used other umbrella companies, and for him PayStream came out on top.

"I've used other umbrellas in the past and I haven't had responses from them. At PayStream, even if I email a generic mailbox, someone picks it up and I get an answer. And that's what people want. PayStream provide a top grade service".

If you're looking to join an umbrella company, or if you're dissatisfied with your current umbrella provider, then why not get in touch with our advisors to discuss your options.

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



**PayStream\***  
Makes PerfectSense... 