
Client Survey 2009

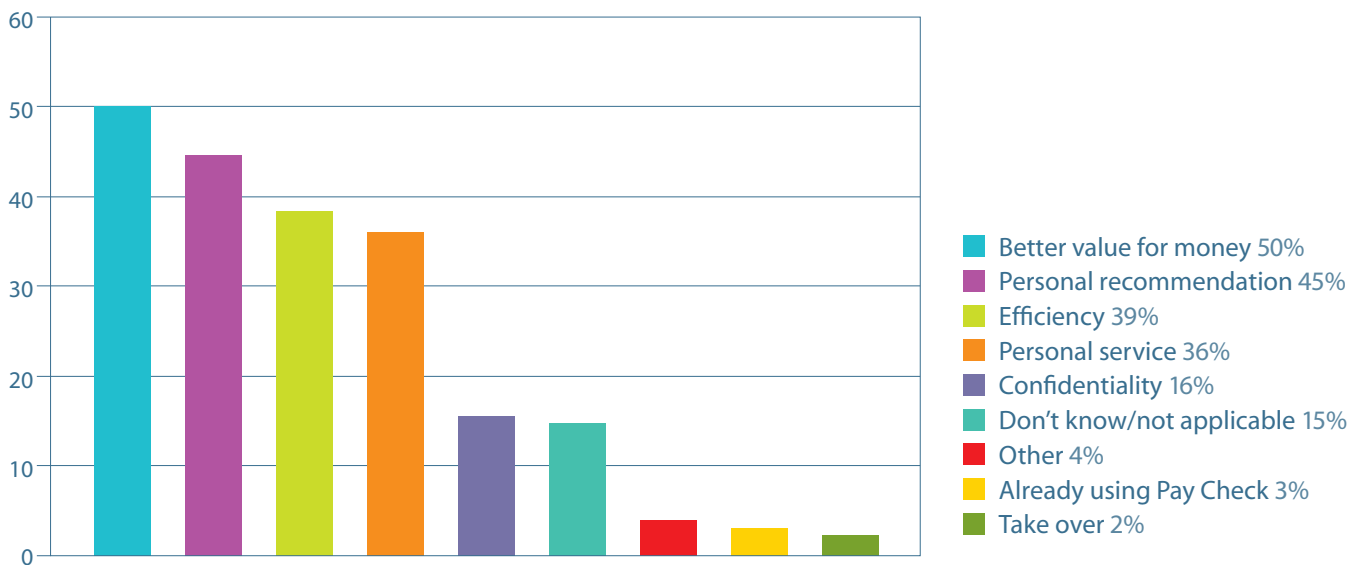
Pay Check surveyed its client base in November 2009 with the help of market research agency Clarity in Marketing. The aim of the research was to understand and measure satisfaction with Pay Check's service and identify any service opportunities for the future. A high response rate resulted in the return of 273 completed surveys. The Pay Check survey raised £1000 for Macmillan Cancer Support as Pay Check donated £1 for every completed survey returned. The donation was further boosted by a generous gift from a Pay Check client and Pay Check.

Summary findings

The Pay Check survey included over 20 questions covering service, usage and development opportunities.

A selection of questions is shown in the charts below along with a number of individual responses returned with the survey.

Why did you choose Pay Check?



“I had no idea how to do it and no time to learn how to do it... I needed to know that I was handing it over to someone with expertise.”

“Because of cost and incompetence internally. Handing it to professionals who just ‘did it’ was a breath of fresh air”

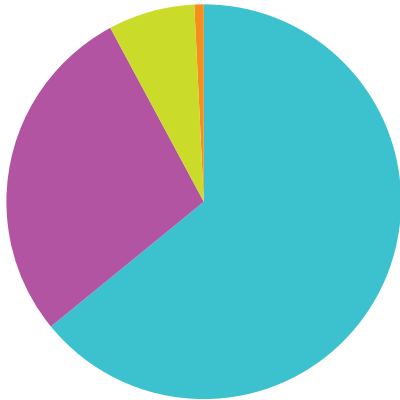
How would you rate the service Pay Check provides to you?

Service	Average rating out of 5
Friendly and approachable team	4.6
Timely response	4.6
Effective resolution of problems /queries	4.5
Changes implemented accurately	4.4
Reports provided in correct format	4.5
Personal service	4.5
Value for money	4.4

“The service is excellent and very prompt. We feel that we can trust Pay Check totally”

“From day one Pay Check’s service has been friendly, professional, efficient and above all personal. The continuity of staff processing our payroll has been outstanding. I would also say that Pay Check is the company I most enjoy working with, because they are so good”

How would you rate Pay Check overall?

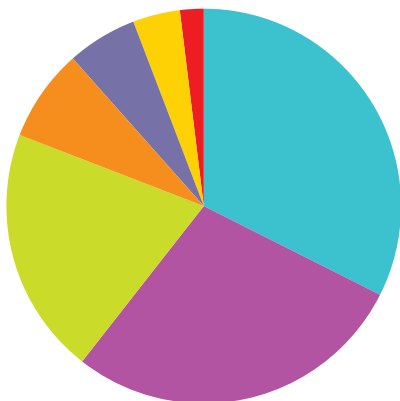


- 5 Very satisfied 64%
- 4 28%
- 3 7%
- 2 1%
- 1 Unsatisfied 0%

“Excellent professional Service. I have never had reason to consider alternative providers. Well done”

“Pay Check’s service has been consistently excellent and I happily recommend them to anyone”

What prompted you to consider moving your payroll to Pay Check?



- We were running payroll in house and wished to outsource 32%
- We were a new company 28%
- We were outsourcing our payroll and wished to change supplier 20%
- Already using Pay Check 8%
- Recommendation 6%
- Take over 4%
- Other 2%

Open responses highlighted the key benefits of outsourcing as:

- > Time and cost savings
- > Access to specialist expertise
- > Reduction in complexity

“The company was growing and payroll was becoming too complicated to manage in-house”

“I decided outsourcing the payroll would save us stress, effort and money. It would also provide a more secure payroll process that was easier to oversee”

Pay Check specialises in providing fully managed payroll services for companies wishing to outsource their payroll. To discuss the service Pay Check provides further please call Victoria Baillieu on 020 7498 1133 or email vcb@paycheck.co.uk

www.paycheck.co.uk