

## FAQ's When Subcontracting Through Rise

### **Q. When will I be paid?**

A. This can depend on when we receive clearance for your payment from the recruitment agency. Typically, the main weekly payroll is run on a Thursday afternoon meaning the funds will clear into your account by the **early hours of Friday morning**.

We process payments up until 3pm on Friday so providing we receive the clearance/your hours from the agency by then, the money will be in your account before the weekend.

### **Q. Why is my pay not what I was expecting?**

A. We can only process the hours we get sent from the recruitment agency, if your hours are incorrect you will have to contact your agency to query this. If the hours are correct but the pay seems wrong, please contact us so we can assist you.

### **Q. When and where can I view my CIS remittance?**

A. When your payment is processed you will receive a "NET PAY" text outlining the hours we have processed and the money that will clear into your account. Your CIS remittance will be available shortly after receiving this text message via the online portal (can be accessed through the "User Portal" section of our website). You will receive an email to create credentials after your registration is complete.

If you cannot remember your log in details, please contact us so we can send a re-activation link via email.

### **Q. Am I entitled to Sick Pay?**

A. No, while being paid as Self-Employed CIS you are not entitled to sick pay.

### **Q. Can I change the bank account my money is paid in to?**

A. Yes, you can but we will need this in writing with plenty of notice before your next payment. You can submit a "change details request" through the online portal. Alternatively, you can message us through our business WhatsApp.

### **Q. What documents do Rise require? And why?**

A. We need you to provide proof that you are eligible to work in the UK by following the Home Office's "right to work" guidelines. Typically, this would be a photo (in colour) of your passport with copies of relevant visas, biometric card or your EU settled status share code if applicable. If you do not have these documents, we can accept a birth certificate accompanied by proof of your NI number. For further information please contact us.