

## 6 - P a r t P e r f o r m a n c e G u a r a n t e e

***Our Commitment To You Is Simple And Direct - And Fully Backed By An Unsurpassed 6-Part Guarantee.***

◆ **Guarantee # 1 - 100% Satisfaction Guarantee**

Your complete satisfaction is important to us and we promise you a stress-free payroll service. If we have not met our stated commitments to you, we will return 100% of our fees for that pay period.

◆ **Guarantee # 2 - Payroll Conversion Guarantee**

We promise you a smooth integration process. Our proactive communication system will keep you abreast of outstanding items that could potentially impact the start-up of your payroll process. If we have not met our stated timeline for your payroll conversion we will credit your account 100% of the payroll processing fee for the first month of service.

◆ **Guarantee # 3 - On-Time Payroll Processing Guarantee**

We promise that your payroll will be processed and delivered to you in a timely manner. If not, we will credit your account 100% of your payroll processing fees for that pay period.

◆ **Guarantee # 4 - 100% Accuracy Guarantee**

We promise you that our payroll service will be 100% accurate. If we do not process your payroll accurately (as submitted by your organization) we will credit your account 100% of your payroll processing fees for that pay period.

◆ **Guarantee # 5 - No Payroll Tax Penalty Guarantee**

We back our payroll service with a "No Payroll Tax Penalty Guarantee". As long as the information you provided us is on-time and accurate and your account is sufficiently funded, your payroll tax deposits and tax filings will be done by us on-time and accurately — or we will pay any payroll tax penalty.

◆ **Guarantee # 6 - One-Hour Callback Guarantee**

We pride ourselves in delivering the highest standards in customer service. If we do not call you back within one-hour of your call to us on your processing date, we will credit your account 100% of your payroll processing fees for that pay period.

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