

# Engagement letter – Specific terms for services

Date: 1 March 2024

## Ar 5 Auto enrolment – all stages 1 to 4

As Auto enrolment is a complex area and contains a large number of responsibilities, it is appropriate to start with a brief summary of the service. However, you should read this in conjunction with the detailed list of respective responsibilities that follow:

Brief summary of Auto Enrolment service:

### Overview

The service is designed to give you the option of “least involvement” i.e. we do it for you (even though you will always be ultimately responsible).

We will:

- Establish your staging date
- Assess your status as an employer and either:
  - Notify the pension regulator that you are not an employer for auto enrolment purposes
  - or
  - Liaise with you about your choice of pension scheme and ongoing obligations. Other requested otherwise we will set up a NEST scheme by default.
- If you choose the NEST scheme, we will:
  - Set up the scheme including direct debit mandates for paying contributions and charges if applicable
  - Set up Complete Accounts as a delegate for the scheme
- Before the first month of operation
  - Assess your workers to see which category they fall into
  - Estimate the pension contributions that will be due
- In the first month of operation and in each subsequent month
  - Prepare letters for each employee relevant to their worker category. These are sent to you to pass onto the worker. These letters lay out their rights, options and pension contributions
  - Calculate and deduct pension contributions from enrolled workers
  - Calculate pension contributions to be paid by you
  - Provide you with a summary of the above

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- Send the report detailing pension contributions to the pensions regulator (please note that the actual payments are taken from the business account via direct debit)
- Review all employees to establish whether their worker status has changed (either from age or earnings)
- After the first month
  - Make a declaration of compliance to the pensions regulator
- **While a client of Complete Accounts Limited**
- Carry out three-year review of employees to see if any that have ceased membership or have opted out need to be notified of rights or opted back in

### Costs

The costs are:

Set up £75

Monthly review

- 3 or less employees – no extra charge
- More than 3 employees – Price to be confirmed.

*The above costs are based on using the NEST scheme. If you use an alternative scheme, we will have to provide an alternative quote.*

### Detailed terms and conditions – covering stages 1 to 4 above

#### 1 Your responsibilities – all stages

#### 2 You are responsible for the following:

- 3 submitting correct returns by the appropriate due date and for ensuring payment of all pension contributions on time. Failure to meet the deadlines may result in automatic penalties and/or interest.
- 4 to enable us to carry out our work you agree to provide us with all the information necessary within 1 day of payroll date or monthly payroll.
- 5 establishing the staging date applicable for your payroll. You will advise us if you bring forward, postpone or otherwise delay any aspect of your staging. We will assist you in establishing the staging date that applies. This is the date that you, as an employer, must start to auto enrol your workers.
- 6 choosing a pension scheme that meets the automatic enrolment qualifying criteria and regularly reviewing its suitability. We recommend that you take appropriate independent advice. You can

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- a. choose the existing scheme used by the business if it is an eligible scheme for auto enrolment;
  - b. go through the National Employment Savings Trust (NEST); or
  - c. seek the advice of a financial adviser on a suitable pension scheme.
  - d. we will not provide advice on the choice of a scheme, but refer you to guidance issued by the Pension Regulator on pension scheme selection. *Please note that Complete Accounts Limited are not Independent Financial Advisors and cannot provide advice on which pension scheme to use.*
- 7 providing the required statutory information to your workers. However, we can arrange for the notices to be sent on your behalf.
- 8 enrolling all eligible workers into a pension scheme but we will assist you in this process.
- 9 re-enrol eligible jobholders every three years. We recommend that you establish a process for this review. We believe a review of the members of the workforce who have ceased membership of the scheme or who have opted out three years from the staging date, and every three years thereafter with a view to re-enrolling opted out eligible jobholders if they are still eligible for auto enrolment, would suffice. At the time of the review, if required and requested by you, we will prepare a notice for you to give to the eligible jobholder telling them that they have been enrolled, setting out what that means for them and also detailing their right to opt out (and to opt back in again).
- 10 within five calendar months of your staging date to make a declaration of compliance with the Pensions Regulator.
- 11 ensuring that your payroll and pensions records are correct and complete
- 12 making payment of pensions contributions on time.
- 13 keeping and retaining the records required by law. These include:
  - a. records about jobholders and workers, e.g. name, date of birth, National Insurance number, gross earnings, contributions, gender, address, status within the pension scheme, opt in notice, opt out notice and joining notice.
  - b. records about the pension scheme, e.g. employer pension scheme reference, scheme name and address and other information in respect of specific pension schemes.
- 14 providing all relevant information to the trustees or managers of the pension scheme within the statutory period.
- 15 monitoring of workers' age and earnings and agree to advise us on any change in categorisation or status of your workers.
- 16 monitoring opt in and opt out requests and where workers with the right to opt in or opt out exercise that right. If required and requested by you, we will assist you in providing appropriate information for you to provide to the jobholder.
- 17 To enable us to carry out our work, you agree:
- 18 to provide full information necessary for dealing with your workers' pensions: we will rely on this information and documents being true, correct and complete and will not audit the information or documents;

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- 19 to agree with us the name(s) of the person(s) authorised by you to notify us of changes in employees and in rates of pay. We will process the changes only if notified by that (those) individual(s);
- 20 To advise us in writing of changes of payroll pay dates; and
- 21 To notify us at least 1 working days prior to the payroll date of all transactions or events which may need to be considered in relation to auto enrolment obligations for the period, including details of:
- 22 All new workers and details of their remuneration packages.
- 23 All leavers and details of termination arrangements for all workers.
- 24 Changes in categorisation or status of your workers.
- 25 All opt in and opt out requests from your workers.
- 26 All remuneration changes for all workers.
- 27 All pension scheme changes.
- 28 You will keep us informed of material changes in circumstances that could affect the pension scheme, workers and deductions. If you are unsure whether the change is material or not, please let us know so that we can assess its significance or otherwise and to seek your authority to approach such third parties as may be appropriate for information that we consider necessary to deal with your affairs.

## 29 Our services to you

### 30 We will:

- 31 establish your staging date from the pensions regulator
- 32 if appropriate, notify the pension regulator that you are not an employer for auto enrolment purposes
- 33 set up a NEST scheme for you with you as employer
- 34 set up Complete Accounts as a delegate of the scheme with full access rights
- 35 using the data supplied by you in order for us to complete your payroll we will identify those individuals who would qualify as a 'worker' for auto enrolment purposes.
- 36 establish which category each worker falls into, whether entitled worker, eligible jobholder or non-eligible jobholder.
- 37 assist you in your obligations to enrol all *eligible jobholders* into an eligible pension scheme on the appropriate date. If required, we will prepare and send to you for distribution a notice for each eligible jobholder telling them that they have been or will be enrolled, and setting out what that means for them, and also detailing their right to opt out (and to opt back in again). We will send information about the eligible jobholders to the pension scheme. (For eligible jobholders who are already active members of a qualifying scheme, we will prepare a notice for you to send them giving

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them information about the scheme. This is the only action required for such members.)

- 38 if required, we will prepare and send to you a notice to send to each *non-eligible jobholder* that sets out certain information about opting in to an automatic enrolment scheme and what this means for them. They do not need to be automatically enrolled but have the right to opt in. If the non-eligible jobholder chooses to opt in, you will enrol them onto the scheme on receipt of an opt-in notice. We will assist you in this process. We will send information to the pension scheme about those non-eligible jobholders who choose to opt in.
- 39 if required, we will prepare and send to you a notice to send to each *entitled worker*, giving them information about joining a pension scheme and what it means for them. You will arrange membership to a scheme for those entitled workers who choose to join and complete a joining notice. This can be a different scheme to the one used for auto enrolment. We will assist you in this process.
- 40 assist you in making a declaration of compliance with the Pensions Regulator.
- 41 recurring compliance work
- 42 as part of the preparation of your UK payroll, we will:
- 43 calculate the deductions to be made from each worker's pay.
- 44 calculate the contribution you as an employer are obliged to make to the scheme.
- 45 process through the payroll any refunds from the scheme.
- 46 we will include the pension payments on the following documents:
- 47 the payslips for each employee (unless payslips are not required).
- 48 a report showing your total pension contributions (employees and employers) and due date for payment.

### 49 While a client of Complete Accounts Limited

- 50 Carry out a three-year review and assess rights of affected employees

### 51 Other services

- 52 we will also provide ad hoc such other taxation and advisory services as may be agreed from time to time. These may be the subject of a separate engagement letter, at our option. Where appropriate, we will discuss and agree an additional fee for such work when it is commissioned by you. Examples of such work include:
- 53 dealing with any enquiry from the Pensions Regulator.
- 54 preparing any amended records which may be required and corresponding with the Pensions Regulator as necessary.
- 55 where specialist advice is required, on occasions we may need to seek this from or refer you to appropriate specialists.

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- 56 We specifically draw your attention to the limitation of liability paragraphs in our standard terms and conditions which set out the basis on which we limit our liability to you and to others. You should read this in conjunction with the limitation of third party rights paragraphs in our standard terms and conditions which exclude liability to third parties. These are important provisions which you should read and consider carefully.

57 Data-processing details – supplementary terms

When we process your payroll, we act as **data processor** and process personal data of employees held by you as **data controller**

Please refer to our supplementary terms when we act as a data processor available from our website [www.completeaccounts.co.uk](http://www.completeaccounts.co.uk)