

FREQUENTLY ASKED QUESTIONS

- **In the past I've worked with VA's who've charged a monthly retainer, is this how you work? If not, could you please share how you prefer to work/charge?**

I operate on both a retained and non-retained basis.

Retained clients receive priority over preferred hours/days and are invoiced monthly in advance.

Non-retained clients are invoiced on work completed and work is scheduled into my weekly diary.

With all of my clients, I ensure that agreement is reached on a working pattern to our mutual benefit. I will also not take on new clients if that is to the detriment of the clients I already service.

- **What happens if I am on a retained contract and need more hours in a particular month?**

For clients who are on retained contracts, if additional hours are needed we can agree to invoice for the extra hours worked upon completion of that month. Any additional hours agreed in that month over and above the agreed retained rate would be charged at that same rate.

i.e. If you wish a retained contract for 20 hours and required an additional 3 hours during that month, the additional charge would be $3 \times \text{£}32.50 = \text{£}97.50$.

If additional hours are consistently being required, it may be more cost effective for you to look at changing your retainer package.

- **What happens if I am on a retained contract and I do not use all my hours in that month?**

If there is a month where the full retained hours are not required, we can agree to roll over up to 10% of the monthly contracted hours for an additional 30 days only.

- **What days/hours do you generally work or could work?**

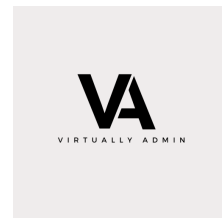
My working hours are generally between 8am-6pm Monday to Friday (although I may have to finish early on some Tuesdays during the football season!)

Of course, I can be flexible to meet client's needs and deadlines and I usually agree a method of contacting (such as What's App) if it's outside of those hours and you require a quick response.

- **How can I work with you?**

Onboarding with Virtually Admin is easy, it starts with a discovery call so we can introduce ourselves and plan out the scope of our working relationship. Upon agreement to proceed, I will issue a contract for signing and set up payment procedures dependent upon your requirements.

Once all the admin is out of the way, the real work can begin and I can become acquainted with your working practices and preferences – setting you up for success.



- **What is your hourly rate and do you have a reduced rate for a certain number of hours on retainer?**

The usual scale for my **retained contracts** is:

Hours (month)	Cost £
0-5	37.50
6-10	35.00
11-20	32.50
21-30	30.00
31-40	27.50

Any additional hours agreed in advance that month over and above the agreed retained rate would be charged at that same rate.

i.e. If you have a current retained contract for 20 hours and required an additional 3 hours during that month, any additional time would be charged at 3 x £32.50 = £97.50.

Non-retained adhoc rates start at £40.00 per hour dependent upon the work required.

At a glance, the hourly rate may appear more than you anticipated. When you take into account that you will be receiving a first-class service without the need to pay any employer costs, such as holiday pay, sick pay, pension contributions or national insurance, the expertise you receive costs no more than employing a member of staff on minimum wage.

- **If my circumstances change and I need to alter my contract, is this possible?**

A variation of contract would be required and once terms have been mutually agreed, this would be signed by both parties as an addendum to the contract. I would require 30 days advance notice of a change, to allow for workload planning. Any variation would start at the beginning of a billing period.

- **How often do you review your rates?**

Client rates are reviewed on an annual basis and will come into force 1 April each year. If there are any changes to my rates or charges, I will provide you with at least one month's advance notice in writing.

- **Ready to get started?**

Email success@virtuallyadmin.com to book in a discovery call.