



*Exceptional Payroll. **Radical Service.***



Our Radical Service Pledge

You thought our Payroll service was good.
Wait until you experience our Radical Customer Service :

Absolute Accuracy. You've heard accuracy touted by other companies, but let us say what it means to us, and you. Accuracy is not a goal, it's a promise.

100% Guaranteed Accuracy. Cut and dried. We provide accurate work to you. If we ever fall short of that, we'll fix it. If tax penalties are ever incurred due to our error, no excuses—we'll pay for it.

Rapid Response. When you have a need, a challenge, a question, or an emergency—we jump on it.

Without sacrifice to quality or accuracy. **No waiting around for a reply or solution.** Real people here to help. Our entire staff is trained and empowered to help you—swiftly. No one else does this. Check around and you'll discover this is radically different—and you deserve it.

Personal Service. When we work together, you'll have a professional, skilled person to work with, call, email, and talk to. Directly. No outsourced "customer service" department. No reintroducing yourself to a rep in an obscure call center. Those impersonal ways of doing business take your time and business for granted. Ours is a service business. We are your partners. **We'll know you by name.**

Flexibility. You can have it all. Or not. We're experts in the spectrum of payroll-related services. You can turn to us for payroll processing services, taxes & regulatory compliance, human resource support, benefits administration, and/or time & attendance solutions. They're available to you. **But you will never pay for a service you don't want,** or don't need. Mix, match, and choose the combination of services that YOU need. And, no matter which services you select, *Radical Customer Service* is always a part of what you'll receive. Large companies and small businesses alike—you'll receive our best. And our standard for best is radically better.

Straightforward Implementation. Many businesses have experienced a payroll provider change or setup that was less than smooth, to say the least. We're thankful for your business and will make it nice to work together from the very get go. We have a Team expressly trained and devoted to your payroll implementation.

We put the Welcome Mat out for you, and we keep it out so this is the last switch you'll ever make.

Expert Training. We have a 'teach a person to fish' philosophy. If you have a thirst for payroll software knowledge, we'll satisfy it. We want you to be proficient in getting the information you need, when you need it. We offer expert training online, so **you can learn wherever you are.** (We can even come to you.)

Sharing knowledge amongst our staff and with our customers is our school of thought.

Security. Rest assured that your critical data is safe with us. We are **SAS 70 Type II Certified.**

This means we have secure technology systems, redundant backup systems, and adhere to rigorous protocols to make certain your information is safe—AND—we have our systems audited externally by a third party to test and confirm we have a stable and safe environment for you. Our transaction processing, daily account reconciliation, data processing, hosting, and IT infrastructure are evaluated, audited, and tested over a minimum six-month period. Adherence to this ongoing and voluntary practice results in the SAS 70 Type II Certification, which is the best external recognition you can get.

Reciprocation. Should you ever wish to do us the honor of providing a Referral to us, know this:

- we will make good on your reputation and recommendation, and
- we'll reward your good deed when they become our customer.

We have a **Referral Rewards** program in place for our customers. Refer to it anytime. No limits.

And there's no limit to our appreciation. Thank you.

We walk the talk. How do you know this Pledge isn't just words? Here's where we put our money where our mouth is:

We do not require long-term contracts from our customers. No-lengthy-contract-required is radically different. We want your business, and are properly motivated to continue to **earn** it. That's why our entire company is committed to providing *Radical Service*.

We are serious about it. And we're committed to you.

Our quest is for you to enjoy the very best level of customer service you've ever experienced in a payroll partner.



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Radical Service Line: 1.800.592.7555 | Email: hello@qquestpayroll.com | www.qquestpayroll.com