

FREQUENTLY ASKED QUESTIONS (FAQ)

Who is Helperhub?

Helperhub (Pty Ltd is an authorized financial services provider that provides you with the digital platform, **helperhub** that located at www.helperhub.co.za .

What are our objectives?

Our primary objective is to enrich employment relationships in the domestic household and SMME environment.

We further seek to create employment opportunities by connecting prospective employers with prospective employees.

What is helperhub?

helperhub is a cloud-based platform that incorporates a multitude of functions as a unified, integrated, intuitive digital ecosystem.

helperhub enables effortless management of your employment relationships, selected tax obligations and client relationships.

Our core principles are:

- Simplicity
- Control
- Ease
- Convenience

by enabling employers to manage their employment relationships effortlessly while retaining control. **helperhub** also enables employers to provide their employees with employee benefits thereby enriching their employment relationships.

What we do?

helperhub is an integrated platform and financial services provider that enables you to manage the following seamlessly and easily:

- Your employment relationships (both employer and employee).
- Your client relationships.
- Vital employee tax filing obligations (note that this is a limited service and is not intended to be a fully-fledged tax filing and/or accounting service)

How do you enrol for our service?

You (the client) enrol for the service by following the online registration process. We only accept registrations *via helperhub*.

The registration process is a three-step process which entails the following:

- creating an online profile with us through helperhub;
- activating your online profile with us by following the simple instructions specified in the activation email that you receive from us; and
- finalising the second step in the registration process by providing us with the information necessary for us to manage your tax filing obligations for you.

Once you have activated your account and provided the necessary tax information - what do you do next?

You proceed to enrol your employee.

Employee enrolment can be done:

- Manually
 - By inputting the employee's information manually; or
- Using the Search Function
 - By searching for an employee that is already in our database using the employee's identity number.

Linking the employee to your profile would then be accomplished through an "Invitation" which, if accepted by the employee, would link the employee to your profile (as an employee).

Provided that the employee accepts your Invitation, certain personal information of that employee will be shared with you. This information would be the employee's personal details and tax information.

You would still be required to complete the Add/Edit Services screen to input the remuneration payable to the employee.

Can you get support to help you register or enrol your employee?

Yes you can email us on support@helperhub.co.za or call us on 021 569 2111

What are the important dates that you should know?

- Employer profile changes – 19th of each month.

- Employee profile changes (e.g. salary and benefit changes) – **19th** of each month.
- Any profile changes made after the **19th** of each month will be processed the following month.
- Account debit date – the **25th** of each calendar month.
- Payment Date (Salaries and Product Supplier premiums) – the last day of each calendar month.
- Tax Administration and Payments – by the **7th** of each successive calendar month.

How do we process your transactions?

We process your transactions seamlessly in the background and place proof of the transactions in your Documents Vault.

After you have loaded your profile and the profile of each employee, we calculate the gross figure and deduct the amount of money from your selected bank account. We then file the UIF and PAYE returns and make the necessary payments to your employees, SARS and any product suppliers that you may have selected.

When does our reporting year commence?

Our reporting year commences from 1 March to 28/29 February each year to align with the personal income tax year that is applicable to employees.

When do you take our monthly/annual fee?

We take our first monthly or annual fee in the monthly payment run of the month that you register with us through helperhub.

Do we use external service providers?

Yes, we do.

We contract with Tax Practitioners, Financial Product Suppliers, IT Services Companies, Compliance Services Companies, Auditors, etc.

How do we deal with your personal information?

We hold your personal data private and confidential.

We only share your personal information with outsourced service providers where it is necessary to give effect to your instructions, to protect your personal information or as required by law.

