

# Remote Employment FAQs & Who to Contact

Dear Employee,

Welcome to your Remote onboarding!

If you haven't heard, Remote is hiring you on behalf of your company. Our job is to make hiring, payroll, and benefits as easy as possible for companies around the world, and we're excited to support you along your employment journey!

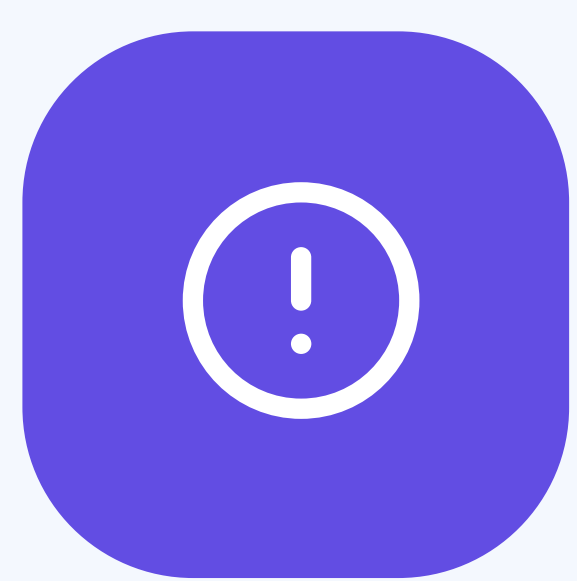
As you get started, you may have questions and not know where to turn to find the answers. Below is a handy reference guide you can refer back to. We've also listed the most frequently asked questions that employees have about working for companies through Remote.

If you have any questions related to employment in the country you live and work in, you can visit our [Country Explorer page](#) for more specific information.

You can always reach out to Remote by emailing us at [help@remote.com](mailto:help@remote.com).

**We can't wait to support you as you grow in your new role!**





# Have questions?

Here's who to ask:

	REMOTE	Your Company
Onboarding	✓	✗
Benefits	✓	✗
Equipment Issues	✗	✓
PTO Tracking	✓	✗
PTO Requests	✗	✓
Interpersonal Conflicts in the Workplace	✗	✓
Expense Policy	✗	✓
Expense Approval	✗	✓
Expense Reimbursement	✓	✗
Public Holidays	✓	✗
Payroll (Salary Payment & Taxes)	✓	✗
Employment Agreement & Contract	✓	✗
Right to Work, Visas & Immigration	✓	✗
Terminations & Offboarding	✓	✗
Resignations	Both - let your company know then submit your resignation to Remote	
Disciplinary Policies	✗	✓
Platform Issues	✓	✗
Employment Verification	✓	✗





# Remote FAQs

## About Your Onboarding

### What is Remote? Why are you technically considered my employer?

Remote owns business entities in many countries around the world and we help companies easily hire and pay their employees in those countries. We're technically your employer, but only on paper - in reality, you're a valued member of your team just like all of your other coworkers. We just handle things like paying you on time and getting you the right benefits! You can contact us for questions related to payroll, expenses, PTO, and more, and lean on your company for anything related to your day-to-day job.

### Why isn't the company's name or information listed in my employment agreement?

Our employment agreement is specific to your employment with Remote. Because you are employed by Remote, we are technically your employer who will be paying your salary, providing you with local employment benefits, and handling all HR-related aspects of your employment journey.

### Does this mean you can assign me to different clients without my permission?

No! As part of our commitment to both our employees and our clients, no employee is assigned to different clients without their full consent. Additionally, your contract with Remote is for a specific work assignment, which means your employment information and experience will not be shared by Remote with any of our other clients.

### How does onboarding work?

Once your company has added you to Remote, you will start by completing your information on the Remote platform. Our automated onboarding process will guide you through this. Then, our team confirms your documentation and identity. Next, an onboarding specialist from our team will reach out to you with your employment agreement. Once you sign the contract, you can legally begin working on your start date!

### Why are you asking for so much information about me?

As part of ensuring full compliance with local government authorities for you, Remote, and our clients, Remote verifies each employee's right to work in the place they are hired. Our clients may also ask for you to complete a background check for them which is a separate requirement not related to your employment with Remote.

### Where can I make my benefits selections?

The supplemental benefits offered to you have been pre-determined by our clients (your company). Their choice of whether or not to offer you certain benefits will determine if you are eligible. If you are eligible for supplemental benefits, you will receive this information in your onboarding packet. Please note that because your supplemental benefits are offered by third-party providers (healthcare, travel insurance, life insurance, etc.), they may take some time to reach out to you with your specific policy information.

### When will I receive my equipment?

Any equipment provided to you through the duration of your contract will be given to you directly by your company. Please contact your company for further information on when you will receive your equipment.

### When will I receive my contract? / Why haven't I received my contract?

We are only able to send you your contract after the Service Level Agreement between Remote and your company has been signed. Onboardings are also prioritized based on your start date. If the SLA between your company and Remote has already been signed and you urgently need your contract, please reach out to [help@remote.com](mailto:help@remote.com).



# Ongoing Questions

## What public holidays am I supposed to adhere to?

You should generally adhere to the public holidays in the location in which you are employed, although this is often handled through your company's internal policy. Public holidays are already accounted for in Remote's platform and do not need to be logged as a time off request. Check out our [Country Explorer page](#) to see the list of holidays in your country!

## Why haven't I received benefits information yet?

It can sometimes take several weeks for employees to receive welcome packets and detailed information from our benefits providers. If you have not received information two weeks after your onboarding, please reach out to our team and we will open an investigation with our providers.

## When will I be paid?

Pay day is dependent on the country you're employed in. We process bank transfers for salaries on the last business day of each month. When you receive your salary will be dependent on the speed of the bank that is processing the payment.

- Brazil, Canada, the United States, and some other countries require bi-monthly payroll, with half your salary in the first payment on the 15th of the month and the remaining salary in the second payment on the last day of the month.

## How can I take time off?

You can log all your time off on the Remote platform, where your company will have direct access to approve or deny your time off requests. Refer to [Remote's Help Documentation](#) for step-by-step instructions. To confirm your PTO balance you can reach out to our support team.

## Where do I submit expenses?

You're able to submit expenses directly into the Remote platform. Expenses are due and must be approved by the 10th of each calendar month in order for you to receive your reimbursement in that month's paycheck. Refer to [Remote's Help Documentation](#) for step-by-step instructions.

## Where can I find information about my probationary period?

The length of your probationary period is stipulated within your employment agreement. Currently there is no way to find this timeline within the platform, but it is a feature we are actively working on to deliver soon. If you have questions regarding the remaining duration of your probationary period, please reach out to [help@remote.com](mailto:help@remote.com).

## Who do I contact if my question isn't answered in this document?

You can dive deeper into Remote's Help Documentation or reach out to our User Happiness Team at [help@remote.com](mailto:help@remote.com).