



## **Pay Information**

### **How do I get in touch with the payroll team?**

The Pay Office is located with Shared Business Services centre at HQ Mount Browne. You can email us on [paysection@surrey.police.uk](mailto:paysection@surrey.police.uk), or call payroll on extension number 33333 option 3.

Should you need to contact Payroll, please provide your FIN Number (the unique identifier allocated to all employees, which can be found on your payslip) and if emailing from external email please provide both FIN number, NI number and Date of Birth for GDPR.

### **What day do we get paid?**

Pay day is the 28<sup>th</sup> of each month and the pay will relate to the current month. If the 28<sup>th</sup> falls on a weekend or a bank holiday then you'll be paid on the working day before, e.g. the 28<sup>th</sup> falls on a Sunday you will receive your pay on Friday the 26<sup>th</sup>.

You're paid 1/12<sup>th</sup> of your annual salary and allowance each month for the month you have worked. Your salary is paid for the full calendar month for example you're paid on the 28<sup>th</sup> November this pay relates to 1<sup>st</sup> November to 30<sup>th</sup> November. However, Overtime is paid in arrears.

Please note if you join Surrey Police on the 5<sup>th</sup> November you'll be paid on the 28<sup>th</sup> for the 5<sup>th</sup> to 30<sup>th</sup> November. If you join Surrey Police on or after the 20<sup>th</sup> of the month and you miss the first month cut off, you will receive the arrears of pay in the following month's pay.

### **Payslips**

PLEASE NOTE: It is YOUR responsibility to check your payslips regularly to ensure they are correct and to highlight any discrepancies to us as soon as possible

Your payslip will be produced each month and will be accessible on our intranet via lpayview.

Payslips will be made available to view as soon as possible after we have run the payroll, this is normally about 22<sup>nd</sup> of each month. Please see the police officer and police staff payslip key links for further information about your payslips.

### **Why can I no longer access IPAYVIEW?**

If you have already registered and are having issues with accessing IPAYVIEW using a Surrey Police system, log out of your internet applications and retry. Access is usually stopped due to the user not logging out properly after their last visit and being timed out as a result.

## **Do I need to check my fuel card transactions?**

All Officers are required to keep their receipts for all transactions made and use the fuel card deadlines to calculate that the amount shown on the payslip reconciles with their spend. Payroll should only be contacted if it is believed that fraud has occurred.

## **Reference – Mortgage or Rental**

Any mortgage or earnings references will be completed by Payroll and should come in direct from your letting or mortgage provider to [paysection@surrey.police.uk](mailto:paysection@surrey.police.uk). **We will also need your authorisation to be able to release these details to the letting agent or mortgage provider, it is therefore advisable to also email payroll so this can be linked up with the request from the lender in order to avoid delay. There is a 3 working day turnaround for the information to be provided once we have received your authorisation and the request.**

## **Useful telephone numbers and email addresses:**

### **HMRC**

- 0300 200 3300
- PAYE 846/S1A
- Government Gateway Link

<https://www.access.service.gov.uk/login/signin/creds>

### **Shared Business Services (SBS)**

- 01483 6 33333
- Payroll OPT 3 OPT 2
- [paysection@surrey.police.uk](mailto:paysection@surrey.police.uk)

### **Pension Contact Information**

#### **Police Pension Provider - XPS Pensions**

- 0330 0545453
- [penmail@xpsgroup.com](mailto:penmail@xpsgroup.com)

#### **Staff Pension Provider - Surrey County Council**

- 020 8213 2802
- [myhelpdesk-pensions@surreycc.gov.uk](mailto:myhelpdesk-pensions@surreycc.gov.uk)
- <https://mypension.surreycc.gov.uk>

For more information, please see the Pension How Do I Page or contact the surrey pensions team via email at [pensionsteam@surrey.police.uk](mailto:pensionsteam@surrey.police.uk)