Support Services Policy

Effective Date: 16 September 2025
This Support Services Policy describes the support provided for the Flow Payroll Services.
Support Provision: The Supplier will, as part of the Services and at no additional cost to the Client, provide the Client with customer support services during Normal Business Hours.

Normal Business Hours: Normal Business Hours are 9.00 am to 5.00 pm local UK time, each Business Day.

Business Day: A Business Day is a day other than a Saturday, Sunday or public holiday in England when banks in London are open for business.