

HOW DO I PAY MY CARER?

You can pay your carer using an online account (e-Vouchers) or with paper vouchers which we post to your home address. If you have an online account, you can also set up a recurring scheduled payment to your carer. You can save your vouchers to use when you need them most but it's good practice to always use the oldest one first. If you use paper vouchers your carer will have to contact Computershare online or by phone to redeem them.

Save time - manage your account online

- > You have full control of your carer payments.
- > You will receive e-Vouchers. They will be credited to your online account.
- > You can keep us informed of any changes to your personal details.
- > Your online account is easy to navigate and user-friendly, with access at any time, so you can review full details of all your transactions.
- > You can set up immediate payments, recurring scheduled payments or one-off scheduled payments for a future date.

IMPORTANT THINGS TO CONSIDER

- > If you currently receive the childcare element of Working Tax Credits, childcare vouchers may not be for you. Visit the HMRC Better Off Calculator at www.hmrc.gov.uk/calcs/ccin.htm or call the Tax Credits Helpline on **0345 300 3900** to find out what's best for you.
- > Your employer will work out a new hourly rate of pay for you after deducting the value of the childcare voucher and any other salary sacrifice arrangements..
- > The minimum voucher value you can order is £20.
- > If you have a student loan, your loan repayments may reduce because your total gross salary on which you pay National Insurance is reduced by taking a childcare voucher.
- > Pensions, redundancy pay, Statutory Maternity Pay (SMP) and Statutory Paternity Pay (SPP) may be affected if you receive childcare vouchers. Please contact your HR department for more information.
- > You can't usually use childcare vouchers to help with childcare provided by relatives, unless they are a registered carer.

Frequently asked questions

Visit www.computersharevoucherservices.com/FAQs to see the full range of FAQs about childcare vouchers.

FOR MORE INFORMATION

- > Visit our website: www.computersharevoucherservices.com
- > Email us: parent@computershare.co.uk
- > Call the Customer Service team on **0345 002 1111**
- > Read the Computershare blog: www.vouchersblog.co.uk
- > Follow us on Twitter: www.twitter.com/ccvouchers
- > "Like" our Facebook page: www.facebook.com/computersharevoucherservices
- > See the Computershare videos on YouTube: www.computersharevoucherservices.com/videos
- > Download our Parent Information Pack: www.computersharevoucherservices.com/parentpack
- > Download useful HMRC documents: www.hmrc.gov.uk/leaflets/ir115.pdf and www.hmrc.gov.uk/thelibrary/esc-qa.htm

THE SMALL PRINT

* Subject to individual circumstances. Uses rates for a Basic rate tax-payer taking the full £243 allowance each month.
^ 1 September following 15th birthday or 1 September following 16th birthday for children who are registered disabled.

Registered address: Computershare Voucher Services, The Pavilions, Bridgwater Road, Bristol, BS13 8AE, United Kingdom. Registered no. 4968447

Join the conversation online:



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CHILDCARE VOUCHERS

Parent Information Guide

From a toddler to a teen - we can help with your registered childcare costs

As a parent, legal guardian or person with parental responsibility, the most valuable thing in your life is likely to be your children. There's no doubt you've spent a great deal of time deciding on the registered carer to look after them whilst you're at work.

With the cost of caring for your children continually on the rise, you could save almost **£78* a month** by joining our childcare scheme. That's a saving of up to **£933* a year**, until your children are all grown up. Over 15* years that's a whopping **£14,000***.

What's more, if both **you and your partner** sign up to a childcare voucher scheme, you could benefit from even greater savings.

HOW DOES IT WORK?

Your employer offers a childcare scheme as part of its employee benefits package.

The value of the childcare voucher is taken directly from your gross salary before any deductions, so you won't pay tax or National Insurance (NI) contributions on the voucher. That means you can save up to **£48.60*** in tax and **£29.16*** in NI each month and will only pay tax and NI on your remaining cash salary.

On or around your pay date your employer will arrange for Computershare Voucher Services (Computershare), to send a childcare voucher either to your online account (similar to online banking) or to your home by post. Then simply pay your carer/s with the voucher. With an online account you can either set up a recurring payment (similar to a standing order) to your carer or pay them as and when you need to.



Our Company Scheme
ID:0019233939
(You will need this to register online)

Computershare
Voucher Services

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"I use childcare vouchers to pay my nursery and wasn't aware of all the other types of childcare I could use them for. When my daughter gets older I'll definitely continue using them wherever I can."

Kristal, Mum to her one year old daughter

WHERE CAN I USE CHILDCARE VOUCHERS?

You can use childcare vouchers for all types of registered childcare, including:

- > Activity holidays through companies such as Kings Camps, Camp Beaumont and many other national and regional providers
- > Holiday schemes
- > Out of school clubs such as Explore Learning
- > Breakfast and after-school clubs
- > Nurseries, playgroups, childminders, nannies, crèches and au pairs
- > As a top up to cover fees over and above any free early years education entitlement.

You don't have to use your childcare voucher straight away. You can save them to use when you need them most, such as childcare cover over the school holidays or for an activity holiday.

"My childminder costs each month are less than the voucher value I receive, this allows me to save up over the year and pay for my daughter's PGL school trip during the summer."

Jill, Mum to her 11 year old daughter

To be able to accept childcare vouchers as payment your carer (childminder, nursery, playgroup, holiday scheme, school or out of school club provider) must hold valid registration with Ofsted in England, or with the equivalent authorities in Wales, Scotland and Northern Ireland, or the Independent Schools Inspectorate (ISI).

If your carer is exempt from Ofsted registration (for example, an activity holiday company, crèche, nanny, au pair), they would require a voluntary registration in order to accept childcare vouchers.

So that we can pay the value of your childcare voucher into your carer's bank account, your carer must also be registered with Computershare, but this is free and easy to set up. Over **120,000** carers are already registered with Computershare. If your carer isn't registered, they can either register online at www.computersharevoucherservices.com or by phone by calling the Carer Relations team on **0345 002 1122**.



CAN ALL PARENTS SAVE WITH CHILDCARE VOUCHERS?

Every UK taxpayer can save with childcare vouchers but the level of your savings will depend on the rate at which you pay tax and NI.

From 6 April 2011 the maximum voucher value available each month is **£243** for a Basic rate taxpayer (£55 a week), **£124** for a Higher rate taxpayer (£28 a week) and **£110** for an Additional rate taxpayer (£25 a week).

Each tax year your employer will carry out a basic earnings assessment to estimate the basic employment earnings that you are likely to receive during the year. This doesn't include potential bonus and overtime payments, and any salary sacrifice arrangements, but does include other known taxable benefits such as guaranteed bonus and overtime payments, shift payments and cost of living allowances. This will determine your tax band in relation to your childcare voucher order for the whole of the relevant tax year.

For an idea of how much you could save please use the table below, or visit the Computershare online eligibility and savings calculator at www.computersharevoucherservices.com/savings

Annual Salary ★

Basic rate £0 - £42,385	Monthly childcare voucher order	£55	£100	£150	£200	£243
	Annual savings	£211	£384	£576	£768	£933
Higher rate £42,386 - £150,000	Monthly childcare voucher order	£28	£50	£75	£100	£124
	Annual savings	£141	£252	£378	£504	£623
Additional rate £150,000+	Monthly childcare voucher order	£25	£50	£75	£110	
	Annual savings	£141	£282	£423	£623	

For use as general guidance only. Minimum voucher value £20. Basic rate taxpayer calculation based on a person born after 5 April 1948.

"My son is just entering full-time schooling which is great news for our bank balance; we'll still need childcare vouchers though so I'll be splitting our monthly vouchers between our childminder and out of school clubs."

Wade, Dad to his 8 year old daughter and 5 year old son

HOW DO I REGISTER FOR THE SCHEME?

You can register online at www.computersharevoucherservices.com or by calling our Customer Service team on **0345 002 1111**, but please make sure that you have read and understood all the information in the Parent Information Pack first.

Before you start make sure you have your employer's scheme ID and a recent payslip to hand as we will ask you for your payroll number and National Insurance number.

As part of the registration process you will agree to receive part of your salary as cash and part as childcare vouchers. This is called a 'salary sacrifice'. This agreement will change the terms and conditions of your employment. You will need to confirm the details of your first childcare voucher order (this can be a date in the future) and your chosen registered carer, and accept the terms and conditions of the childcare scheme.

"Having twins means double the expense so both my wife and I claim childcare vouchers to maximise our savings."

Rich, Dad to his 5 year old twins

If you register with Computershare before the payroll cut-off date your employer has agreed with us, your employer will take the value of your childcare voucher order from your next salary (or the date you have specified in the future). You will receive your childcare voucher from Computershare on or around your pay date as part of your salary; make sure to check your payslip to confirm that we have deducted the correct amount from your salary. If you miss the payroll cut-off date your request will be effective from the following pay period.

Once you have registered with Computershare please refer to our Parent Information Pack which includes additional important information such as how to amend or cancel your order. Please keep it in a safe place for future reference.

How to register online

- > Visit www.computersharevoucherservices.com
- > Select 'Parents' and click on 'join today'
- > Enter your employer's scheme ID
- > Fill in the agreement
- > Set the security information for your online account
- > We will send you a confirmation of your parent user ID by email.