

# Payingit



## Payingit Manual 2023

## WELCOME TO PAYINGIT!

### **First of all, congratulations on your new job!**

Welcome to Payingit Flex. We hope you will enjoy your time with us. In this Manual we will explain how everything works, so you have all the information you need to start working for us.

You will receive your employment contract from us. You are covered by the NBBU CLA (Collective Labour Agreement for Temporary Employees). Since we are your employer you can come to us with questions about your payslips, your salary and holiday pay.

We will assign you to various clients and you will work under the supervision and guidance of these client(s). The client whom you are assigned to will make agreements with you about your salary, when you will be working and when you can take leave.

In this Manual we will provide you with as much information as possible about the applicable agreements, your rights and obligations and who to contact if you have any questions.

If different agreements apply to certain clients, you will also receive an addendum to this Payingit Manual from us, in which the applicable agreements are listed.

Please read this document carefully and keep it in a safe place. If you still have questions after reading it, do not hesitate to call us or email us with your questions. We will get back to you as soon as possible with a clear answer, so you know where you stand.

Because Payingit helps you move forward!

We wish you the best of luck!

The **Payingit** – team

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## 1. CONTACT DETAILS PAYINGIT

The **Service and Support department** is the point of contact for all our employees. Our team is available for helping you out on a daily basis. You can contact us with questions about, among other things:

- Your employment contract
- Your payment
- Your e-UUR portal
- Holidays

You can reach the **Service and Support department** from:

- Monday to Thursday from 09:00h. – 17:30h.
- Friday from 08:30h. – 17:00h.

The contact details for the **Service and Support department** are:

- Telephone number: **020 – 225 25 60**
- Email: **sens@payingit.nl**

## 2. REGISTRATION AND SIGNING OF THE CONTRACT

### Anti-discrimination policy in recruitment and selection

Payingit's business is aimed at giving job seekers a fair chance of finding a job, regardless of their age, gender, marital status, sexual orientation, religious or political beliefs, race, ethnic origin or nationality. When recruiting and selecting, job seekers are treated equally because they are only assessed on job-related criteria.

You can find more information about our anti-discrimination policy on our website. Click [here](#) to read more about our policy.

### Portal e-UUR

As soon as you have applied and been hired with us, we will register you in our portal. In addition to your personal data, we also need the following documents:

- A valid ID  
We need a clear copy of your passport or ID card (front and back) with the edges clearly visible and the date clearly legible.
- A BSN proof (only if you have a non-Dutch identity card)  
This can be, for example, a copy of your health insurance card or a copy of your registration with the municipality.
- TWV (a working permit, applicable for employees from outside the EU/EEA).
- A copy of your bank card
- A copy of the student pass (if applicable)  
If you start working with us as a student, we need proof that you are registered for a study.

The employment contract and temporary employment confirmation are then drawn up by us and prepared for you on your personal page in our e-UUR portal. You can then digitally sign the employment contract and the temporary employment confirmation. You will receive a message about this by e-mail from e-UUR.

We request that you digitally sign the employment contract within 2 working days, so that we can pay your salary on time. If you need help with this, you can call our Service and Support department.

Your contract and documents will be uploaded by Payingit in e-UUR on your personal page. Changes in your personal situation or information must be communicated to Payingit as soon as possible, so that your file can be updated.

If documents expire, you will receive a message from us with the request to provide us with a valid document. We cannot pay your salary without valid documents.

### 3. PHASE SYSTEM AND PENSION

Payingit works with the phase system from the NBBU collective labor agreement. You can read all the agreement from the NBBU collective labor agreement on the website of the NBBU. Click [here](#) to go to the collective agreement.

This count indicates how long an employee has been employed. The longer the employee is employed, the more rights he will accrue. The phases are divided into the following steps:

#### Phase 1-2:

Phase 1-2 lasts 52 worked weeks. As per 01-01-2023 the weeks in which you take a paid holiday leave are also considered as worked weeks for the phase count. It doesn't matter how many hours you work per week.

In this phase you can be deployed as an on-call worker, no hours need to be included in your contract, which means: no work, no wages.

#### Phase 3:

In the third phase, you switch to a fixed-term employment contract. Your contract will then have a start and end date. Fixed hours are included in this contract. This phase lasts a maximum of 3 years. In these 3 years, a maximum of 6 fixed-term contracts may be offered. In phase 3 you may get paid even if there is no work.

#### Phase 4:

Finally, after phase 3 you move to phase 4. In this phase you will receive an employment contract for an indefinite period. You are entitled to continued payment of wages in the event of loss of work.

#### Pension

In the first 8 weeks you do not accrue pension. You will start accruing pension after 8 weeks of work.

We are affiliated with **StiPP**-pension, this is the pension fund for all temporary employment agencies.

You accrue pension from the moment you turn 21 until you turn 68 years.

Weeks worked:	Age:	Pension:	Premium paid by:
0-8	N/A	None	N/A
9-52	21-67 years	Basis pension	Employer
>52 weeks	21-67 years	Plus pension	Employer and employee

Check out the **StiPP** website for more information. Click [here](#) for the website.

## 4. ON-CALL EMPLOYEES

Temporary workers who do not have fixed hours in their contract are also called 'on-call workers'.

### Fixed hours for on-call workers

As of 1-1-2020, according to the new Balanced Labor Market Act (WAB), all employers are obliged to offer a fixed amount of contract hours to all employees working in phase 1-2 and who have been employed on an on-call basis for 12 months. The offer has to be made within one month after reaching the 12 months employment.

How does this work?

We calculate how many hours an on-call worker has worked on average in the past 12 months.

We then make the on-call workers a fixed hour offer for a period of one month (in accordance with the duration of our employment contracts in phase 1-2). This offer is valid for one month. The on-call worker must accept or reject this hourly offer in writing.

If the on-call worker accepts the offer, the client is obliged to provide the on-call worker for the agreed number of hours to schedule and pay. The on-call worker must be available to work these contract hours.

If the on-call worker is not or insufficiently available and the agreed contract hours are not achieved as a result, then the on-call worker must take leave hours up to the agreed contract hours.

If the on-call worker rejects the offer or does not respond to the offer within one month, he or she will remain employed as on-call worker. After 12 months, we will make another offer of hours.

## 5. STARTING WORK AT THE CLIENT

### Temporary employment confirmation

Before you start working for a client, we will prepare your temporary employment confirmation.

The temporary employment confirmation contains the agreements that apply per client. These are agreements about, among other things:

- your gross hourly wage
- your job description
- the number of contract hours per month (if agreed upon)
- which deviating collective labor agreement may apply
- what remuneration you receive (wage components from the so-called hirer's remuneration)

You will receive a temporary employment confirmation from us for each client(s), which contains the agreements that apply to the various clients. We will prepare the temporary employment confirmation for you in your portal in e-UUR as soon as your contract has been drawn up.

### Safety is important

We think it's important for you to enjoy your work and we want you to work safely. Before you get to work, you will receive instructions about the safety agreements that apply at the client(s). You are expected to comply with these instructions. For example, we will inform you about what to do in the event of an emergency (e.g. emergency responders, first aid kit and AED, extinguishing equipment and escape routes). You are expected to have read this information and to follow the instructions. In addition, you are obliged to comply with all health and safety standards.

By treating each other with respect, you are contributing to creating a safe and pleasant working environment with your colleagues. If there is anything that needs improving, please report this to your immediate superior or to the management. If you feel you are not being listened to, please contact us.

### Alcohol and drug use

Alcohol and drug use outside work can have an effect on the performance of your work. (After-effects of) alcohol and drugs affect work and can therefore also endanger the safety and health of yourself and your colleagues. So take your working hours into account. The use of alcohol or narcotics is not permitted during working hours.

### Look after your things

All business assets that the clients or Payingit share with you remain the property of the clients or Payingit. Please treat all materials and items you have been given with care. For example, work clothing, safety equipment, company mobile phone, laptop, iPad or PC, etc. At the end of the job you must return these items.

### Identification in the workplace

Everyone must be able to identify themselves, including in the workplace. Within the framework of the WID (Compulsory Identification Act), every employee is obliged to carry a valid proof of identity in the workplace. This may be a valid driving license, identity card, passport or residence permit. Make sure you have this on you at all times.

### Working hours

Working hours may vary per client. The client will discuss with you what your schedule will look like and what your working hours will be. Make sure you are on time and well prepared before your shift starts.

## 6. MONTHLY CONTRACTS

Our employment contracts in phase 1-2 are drawn up as standard for the duration of one month. Any hours stated in your temporary employment confirmation are therefore based on a period of one month. This means that the client must schedule you at least the number of hours included in this. At the end of the month we check whether this has been done. We also look at any sick leave- or holiday hours. If the hours in the temporary employment confirmation have not been achieved because the client did not schedule you, then these hours must still be paid. If the hours were not achieved because you were not available for work yourself, the client will not pay for these hours, but you must take leave for these hours that were not worked.

Your contract always ends on the last day of the month. For example: you start at Payingit on 18-01-2023 in phase 1-2. Your employment contract ends on 31-01-2023. Unless the agreement is terminated, it will be tacitly extended for a full month.

## 7. PROCESSING HOURS AND PAYOUT

### Processing worked hours

Payingit works with e-UUR. Most clients have the option of processing the hours worked by filling in time sheets themselves or have these filled in by the employees. The client checks and approves the completed time sheets and forwards them to Payingit. We will then process the hours and you will receive your payment.

### Payment

After we have received your hours, we will pay your salary. Our clients indicate when the salary is paid. This can be on a weekly, 4-weekly or monthly basis. This differs per client. The payment of your salary is therefore independent of the duration of your employment contract.

If you are paid weekly, you will receive your salary on the same day every week. If the client has opted for 4-weekly or monthly payment, you will receive your salary at the end of the period.

Click [here](#) to go to the payment calendars of 2023.

## Pay slips

If you are paid **weekly** or every **4 weeks**, your payslip will be added to your e-UUR portal on the Friday afternoon after you have been paid.

If you are paid **monthly**, your pay slip will be added to your e-UUR portal immediately after you have been paid.

**PLEASE NOTE:** Payment is only possible if Payingit has a signed employment contract and temporary employment confirmation, the correct bank details, a valid proof of identity and the corresponding BSN number. Please make sure you submit everything on time, so that we can pay your salary on time.

## 8. PAYSリップ

Your pay slip contains all kinds of information about, among other things, your hours worked or recorded, all reimbursements and deductions, your reservations, etc. What does a Payingit pay slip look like and what can you see on it?

Your pay slip consists of 6 blocks:

Loonstrook Week 45 8-11-2021 t/m 14-11-2021				Payingit			
Pro-Forma Medewerker Kabelweg 21 1014 BA AMSTERDAM							
Datum in dienst	01-11-2019	Bijzonder tarief %	40,41	Betalingsfrequentie	Maandelijks	3	
Minimumloon	€ 392,55	Loontijdvak	Week	Schriftelijke arbeidsovereenkomst	Ja		
Minimum vakantiegeld	€ 32,70	Heffingskorting	Toepassen	Arb. overeenk. onbepaalde tijd	Nee		
Geboortedatum:	30-04-1995	Tabelkleur	Wit	Oroepovereenkomst	Ja		
		Woonland	Nederland	Fase :	Fase 1-2		
		SV Loon	1.253,69				
<b>DECLARATIE</b>							
Payingit	NBBU UITZENDKRACHTEN		Pro-forma Medewerker				
00000064045.01 (Week 45)	Uurloon		€ 13,95				
<b>OMSCHRIJVING</b>	<b>DECLARATIE</b>	<b>AANTAL</b>	<b>PERCENTAGE</b>	<b>BASIS</b>	<b>NORMAAL</b>	<b>BIJZONDER</b>	<b>CUMULATIEF</b>
Bruto vergoeding	00000064045.01	1,00		150,00	150,00	150,00	150,00
Normale uren	00000064045.01	16,00		13,95	223,20	223,20	781,20
Opname vakantie (uren)	00000064045.01	8,00		13,95	111,60	111,60	111,60
Loon arbeidsongeschiktheid (nf)	00000064045.01	8,00		13,95	100,44	100,44	100,44
Uurtoeslag	00000064045.01	4,00		13,95	16,74	16,74	16,74
<b>BRUTOLOON</b>					<b>601,98</b>		
Loonheffing				601,98	-101,62		-268,08
<b>NETTOLOON</b>					<b>500,36</b>	<b>601,98</b>	
Gedifferentieerde premie Whk		0,81%		601,98	-4,87		-10,86
Reiskostenvergoeding (OV)	00000064045.01				15,00		15,00
<b>UIT TE BETALEN LOON</b>					<b>510,49</b>		
<b>Uitsplitsing loonheffing</b>							
Normaal Tarief		101,62					
Bijzonder Tarief		0,00					
<b>Betaalinformatie</b>							
Rekeningnummer	Omschrijving	Bedrag	Betaaldatum				
NL54ABNA		483,67	15-12-2021				
<b>Reserveringen</b>	<b>Percentage</b>	<b>Oud saldo</b>	<b>Bij</b>	<b>Af</b>	<b>Huidig saldo</b>		
Vakantiegeld	8,33%	51,51	43,60	0,00	95,11	eurc	
Vakantie-uren	10,82%	4,33	3,57	8,00	-0,10	uren	

### Explanation payslip:

- 1. Period:** at the top of your pay slip you can see to which period the pay slip refers.
- 2. Your details:** your name and address details are shown here.

### 3. Your contract details. Here you will find the following information:

- **Datum in dienst:** Date of employment. This is the date on which you started at Payingit.
- **Minimumloon en min. vakantiegeld:** Minimum wage and minimum holiday pay. The statutory minimum wage and holiday pay as determined by the government for the wage period (in the example this is one week).
- **Geboortedatum:** Date of birth. Your date of birth.
- **Bijzonder tarief %:** Special rate %. The percentage that is applied on the pay slip to, for example, gross allowances and your holiday pay.
- **Loontijdvak:** Wage period. The fiscal period for the calculation of payroll taxes.
- **Heffingskorting:** Tax credit. Here it is indicated whether the employee wants to apply the benefit of the tax credit (or not).
- **Tabelkleur:** Table color. The color of the payroll tax table is related to the type of salary the employee receives. The white table (wit) corresponds to the income from the current employment.
- **Woonland:** Country of residence. The country of residence for tax purposes.
- **SV-loon:** Gross wage. The gross salary that the employee has earned in the current year. This is the salary on which taxes and social security contributions are paid.
- **Betalingsfrequentie:** Payment frequency. The payment frequency determines how often payments are made.
- **Schriftelijke arbeidsovereenkomst:** Written employment contract. This indicates whether a written contract has been concluded. A written agreement is an agreement made on a printed document signed by the employer and the employee.
- **Arb. overeenk. onbepaalde tijd:** Employment agreement indefinite period. Here it is indicated whether a contract for an indefinite period has been concluded between the employee and the employer.
- **Oproepovereenkomst:** On-call contract. Here it is indicated whether a 0-hour contract has been concluded.
- **Fase:** Phase. The phase the employee is in (Phase 1-2 or Phase 3).

### 4. Details of the employment:

- Name of the hirer where you work.
- The collective labor agreement that applies to the hirer.
- Your job description.
- Your gross hourly wage.

**5. Payment:** This block contains all hours worked, bonuses, overtime, allowances and deductions. Here you will find your gross salary and also the total payroll taxes that have been deducted. Here you can also see what your net wage is and what amount is paid to which account number.

### 6. Reservations:

- **Vakantiegeld:** Holiday pay. The gross holiday pay that is reserved for you. This money is automatically paid out each year with May's salary, unless agreed otherwise. If you want to receive the accumulated money at another time, just send us a request.
- **Vakantie-uren:** Holiday hours. The holiday hours you have accrued. Holiday hours are only paid if you take them or once the contract with Payingit expires. It is not allowed to just pay holiday hours without taking them.
- **Percentage:** the percentage that is reserved (determined by the NBBU).
- **Vorig saldo:** Previous balance. The total built up on the previous pay slip.
- **Af:** Deducted. The total that has been paid out (money) or withdrawn (hours) in the current period.
- **Bij:** Accrued. The accumulated total during the current period (holiday pay and hours).
- **Huidig saldo:** Current balance. The total that is reserved for you at the end of the current period.

## 9. HOLIDAYS, HOLIDAY ALLOWANCE AND HOURS

### Holiday hours

You are entitled to 25 holidays per year based on 40 hours per week (NBBU collective labour agreement). You accrue holidays over the normal hours, vacation hours, bank holiday hours and sick leave hours. You do not accrue vacation hours over overtime. One vacation day equates to 8 vacation hours (100%). You cannot take more holiday hours than you have accrued. If you take more hours than you have accrued, this is unpaid leave.

### Taking holidays

You can take a maximum of **40** hours per week (including hours worked, bank holiday hours and sick leave hours). Accrued holidays must be taken during the current year and always in consultation with the client. You can take any vacation days from the previous year up to **December 31<sup>st</sup>** of the current year. Again in consultation with and after agreement from the client. You can fill in the vacation days in your e-UUR portal.

### Holiday allowance

You will accrue 8,33% holiday allowance on your gross salary. You accrue holiday allowance over normal hours at 100%, holiday hours, bank holiday hours and sick leave hours. Overtime is not included. The holiday money is paid annually with the salary payment for the month of May. If you want your holiday money to be paid at a different time, this is also possible. We would like to receive a request for this by e-mail. If you leave employment, all your accrued holiday hours and money will be paid in one go. This will take place no later than six weeks after your departure. More payroll tax is withheld from holiday allowance than from hours worked. Keep this in mind.

## 10. NOTIFICATION OF SICKNESS AND RECOVERY

### Calling in sick

If you are ill, you must report this to Payingit and to your contact person at the hirer immediately on your first day of illness between 8:00 a.m. and 10:00 a.m. If you are unable to call in sick, please do so by email. We do not accept sick reports with retroactive effect\*. Your sick report will be registered as of the date you pass it on to us.

#### Contact details of the Absenteeism Department of Payingit:

- Telephonenumber : **020 225 25 01**
- Email: **verzuim@payingit.nl**

To prevent you from missing out on money, make sure that you share the information with us in a timely manner. We immediately pass on all sick and recovery reports to Discare, Payingit's occupational health and safety service.

Payingit can choose to arrange a home visit (on the same day). You must stay at home between 08:00h. and 18:00h. Monday through Friday to allow for this visit. If you are staying at a different address, you must notify Payingit immediately when you report sick.

*\* If you can demonstrate that you were ill, but were unable to report sick in time for valid reasons, the Case Manager will assess the sick report.*

### Notification of recovery

Notification of recovery must be sent to us immediately, even if you don't have to work on the day you are feeling better. We will register your recovery as of that day.

We will ensure that your report is correctly processed in our records so that you receive what you are entitled to. Failure to notify us of sickness or recovery on time can have consequences for any sickness pay you may be

entitled to. Please make sure that this information is available to us on time. You may report recovered, provided that your work is not harmful to your recovery.

### Discare

We immediately transmit all disease reports to **Discare**, our new Occupational Health and Safety Service since November 1, 2021. The Payingit Case Manager maintains contact with our sick employees. Our Case Manager will contact you by phone or email to ask about your status. The procedure is the next:

- The Case Manager from Payingit's Absenteeism Department will contact you by email. The e-mail address of the department is **verzuim@payingit.nl**.
- The Case Manager asks you about the status of your sick leave through a series of questions that you must complete and return to us by email.
- If you do not comply with this, the Case Manager will send you a message requesting that you contact us as soon as possible to inform us about the status of your sick leave.
- If this is not met, continued payment of wages may be suspended until you are notified.

Make sure Payingit knows the correct contact details so that we can process your sick leave correctly. You must be available during your sick leave and inform us of any changes.

Click [here](#) to go to the Payingit Absenteeism Regulations.

### Sickness benefit (when employed)

At the end of the month we will calculate if you are entitled to any sickness benefit. The first day counts as a waiting day. You will not receive pay for this day. From day 2, you may be entitled to sickness pay.

#### 1. On-call contract

You are entitled to daily sick pay. This allowance is calculated as follows:

Per day, the average number of hours worked in the previous 13 weeks on the same day is taken into account. This average number of hours per day is paid out at 90% of the gross hourly wage.

#### 2. Fixed-hours contract

As long as you're sick, Payingit Flex will pay your salary. We look at the number of hours in your temporary employment confirmation. If you do not meet your contracted hours due to sickness, sick leave will be paid at 90% of the gross hourly wage.

The sick leave hours are calculated by Payingit after the end of the contract period. If you are entitled to sick leave compensation, this will be paid with your next salary payment. If you have any questions about the amount of your disability compensation and how it is calculated, please contact our Service and Support department.

### Sick when finishing employment

As of 01-01-2020, Payingit Flex assumes the risk for the Sickness Benefits Act.

This means that we will pay your sick pay, even if you leave your job due to sickness. Your illness report will be processed with us. Our Case Manager stays in contact with you and the UWV determines the amount of your sickness benefit. You will receive payment from us, from Payingit. If you have any questions about the amount of your sickness benefit and how it is calculated, please contact the Payingit Absenteeism department.

## 11.SHORT TERM ABSENCE, SPECIAL LEAVE

### Short-term absence

If you have to go to the doctor or dentist and you don't have the option to schedule this outside working hours, you can apply for leave. This is called short-term absence. Please request this from the hirer on time. The hirer will determine whether your request will be granted or rejected. Payment for short-term absence: if you take these hours off, you will be paid at 100%.

### Special leave

Special leave is understood to mean: leave due to marriage, divorce, funeral, You must submit a request for special leave on time. The hirer will determine whether the leave is granted or rejected. Payment for special leave: if you take these hours off, you will be paid at 100%. In article 28 of the NBBU cla you will find when you are entitled to special leave.

## 12. BANK HOLIDAY ALLOWANCE AND PAYMENT

A number of clients are closed on the recognised Dutch public holidays and for some clients it is busy period and will continue working. The recognised bank holidays according to article 27 of the NBBU cla, insofar as these do not fall on Saturday and / or Sunday, are:

- New Year's Day (1 January)
- Second Easter Day
- Second Pentecost day
- King's Day (27 April)
- Liberation Day (5 May, every 5 years from 1995)
- Ascension Day
- Christmas and Boxing Day (25 and 26 December)

You may be entitled to bank holiday allowance, unless otherwise agreed with the client. The amount is calculated as follows:

### 1. On-call contract:

For each public holiday, the number of hours worked in the immediately preceding consecutive 13 weeks on the same day is considered. If you have worked **at least** 7 times a week on the relevant day, you will be paid those hours at 100% of the gross hourly wage. If you do not meet the requirements, you are not entitled to a bank holiday allowance.

### 2. Fixed hours contract:

If you would normally work on this day/these days but you do not work because the company is closed due to a public holiday, you will be paid your contracted hours at 100% of the gross hourly wage.

If you work on a public holiday, you may be entitled to a public holiday supplement for the hours worked. If this is the case, you will find this in the collective labor agreement of the hirer.

## 13. ANNUAL STATEMENT

In February you will receive your Annual Statement for the previous year. You will need this statement, for example, to file your tax return. What are the details you need for your income tax return?

- **Loon loonbelasting/Volksverzekeringen** (Wage and payroll tax/Policy insurance): the total amount of gross wages received (without any travel expenses).
- **Ingehouden loonbelasting** (Payroll tax withheld): the amount you paid in tax.

Information about filing your tax return can be found on the website of the Tax and Customs Administration. Click [here](#) for more information.

## 14. END OF EMPLOYMENT

Your contract ends by operation of law on the end date of the contract or on the last day of the month.

You cannot terminate your employment contract prematurely, unless a notice period is included in the contract. If you wish to terminate your employment, please let us know in writing. If you are not working for 3 months or more, your contract will be automatically terminated.

What are the consequences if you terminate your contract early on your own initiative?

Monthly contract (with or without contract hours): if you stop working before the end date of the contract, you will no longer receive a salary until the end date of the contract.

Fixed-term contract (with or without contract hours): you cannot terminate your contract prematurely, unless a notice period is included in the contract or you can still leave the employment in consultation with Payingit by mutual consent. Your continued payment of wages will stop on the agreed date of termination of employment.

If you decide to leave your employment or not to renew your contract, you lose the right to unemployment benefits after the contract has expired. The UWV will reject your unemployment benefit application. Please keep this in mind.

We have tried to explain everything as clearly as possible. If you still have any questions for us, please do not hesitate to contact our **Service and Support department**.

### **Service and Support Department**

Tel: 020 225 25 60

Email: [sens@payingit.nl](mailto:sens@payingit.nl)