



FREQUENTLY ASKED QUESTIONS

Business

How long have you been in business?

Tiger-Consulting has been in business in Asia for more than 20 years.

How many countries do you service?

We have offices in 12+ Asia-Pacific countries, which allows our clients to set-up shop and expand in major markets throughout the region as needed. Through our industry partners, we also provide client support across Europe, South America, and the Middle East, among other regions, all under one umbrella and through one central point of contact.

Which countries do you service?

The list is always growing. We currently serve the following Asia-Pacific countries including local offices, English/native-language speaking staff in: Australia, Cambodia, China, Hong Kong, India, Indonesia, Malaysia, New Zealand, Philippines, Singapore, Taiwan, Thailand, and Vietnam. Through our partners we support business in Europe with countries including Austria, Belgium, Czech Republic, Denmark, France, Germany, Ireland, Italy, Luxembourg, Netherlands, Norway, Poland, Spain, Sweden, Switzerland, and the U.K. Support in South America includes Brazil. Other countries now covered under our umbrella: Canada, Israel, Mexico, Russia, UAE, and Ukraine.

How do you differ from other HR, payroll outsource providers?

- We now offer e-Payslips! This is a huge differentiator and makes life easier for clients. We are in the process of rolling out across Asia-Pacific and should be complete with that initial implementation by end of July 2013. ePayslips is an online service that enables employees to access their payslips (P60 and P11D) directly from a secure website, which helps businesses to reduce costs while backed by quality customer support 24/7.
- Our clients do not have to find different providers in each country.
- We are a one-stop shop with both centralized and decentralized processing and staff and/or partner teams on the ground in each country we service.
- We provide a single-point-of-contact to coordinate regional payroll for clients with staff in multiple countries.
- For clients who do not have legal entities in a given country, we are able to employ staff to support the client's satellite operations.
- In addition to HR/payroll outsourcing, we also provide related peripheral services such as benefits, visas, work permits, relocation, accounting, audit, income tax preparation, office space, and secretarial support.

Team

How many employees do you have?

We employ 30 full-time staff members as of May 2013. We also closely collaborate with partner firms with the same high standards of service as Tiger-Consulting. But, rest assured, you'll only ever work with one central point of contact at Tiger, no matter how many countries you are in.

What languages does your team speak?

All of our staff members and partner teams speak both English as well as the languages of the countries they serve on behalf of our enterprise clients.

What qualifies your firm to support satellite ops for U.S. and other Western businesses?

Tiger-Consulting is led by an American Expatriate with 40+ years in worldwide HR and payroll management, the last 20 years in Asia. All of the firm's team members have extensive experience in HR, payroll, and employment outsource services management, and are well-versed in local employment laws and regulations.

Services

What services does Tiger-Consulting offer?

Our experienced team offers comprehensive HR and payroll outsource services that enable our clients to successfully expand their business to the Asia market.

What would be a typical scenario that would require your services?

An International business that wants to have 1-200 employees in one or more Asian countries but doesn't want to waste time or money trying to manage HR or payroll functions themselves will approach us to serve as the "back office".

Why can't our company simply manage HR, payroll in other countries if we are successfully managing these functions for our operations in the West?

Most companies find it very challenging and cost prohibitive to open offices, hire local talent, and manage HR, payroll, and staff while staying in accordance with local business/tax laws. We're experts in this area and will make setting up shop easier, more cost-effective for your company.

Customers

How many clients do you have?

Tiger-Consulting currently serves more than 125+ enterprise clients.

What kind of customers do you serve?

The company works with medium to large enterprise clients (mainly U.S.-based international businesses including some Fortune 500 companies).

Can you provide me with a list of your customers?

No. We honor our clients' desire for privacy and do not share their information with prospects. Outsourcing not only offers a competitive advantage that our customers want to protect but as their HR and payroll outsource provider, we are charged with managing highly sensitive information that requires confidentiality. For these reasons, we take very seriously the need for

protecting our clients' privacy and can promise the same will be provided for your company if you should choose to work with Tiger-Consulting. To learn more about our extensive knowledge in HR, payroll, and Asia business practices and culture, there are a number of resources on our website available for review.

HR / Payroll Management

How much notice do you give an employee prior to termination?

The notice period varies from country to country. Most employers put the termination terms and conditions in the employment agreement. Typically, 30 days is the minimum.

What are the severance pay rules?

Severance pay rules vary from country to country. We provide handbooks that explain the rules for each country.

Where can I find basic info about employment practices, regulations in each country?

Please visit our Manuals page on the Tiger-Consulting website for general information regarding Holidays, Leave, and Benefits in each country.

Where can I find holiday calendars for each country you service in Asia?

Please visit our Holidays page on the Tiger-Consulting website for 2013 holiday calendars.

Getting Started

What documents are required to start your services?

Documents required for Payroll Implementation include:

- Complete Employee Template
- Employee Passport copy
- Employee Nationality Identity Card
- Offer letter or employment contract

What documents are required for Visa Applications?

Below, we provide lists for a few of our most popular countries.

Hong Kong

- Original Passport and a copy of all its pages
- 3 Passport photo
- Applicant CV
- Copy of Applicant Academic Certificate
- Job scope
- Reference letter from previous employment
- Applicant dependant documents if dependant visa required. (Passport, Birth Certificate, marriage Certificate)

Indonesia

- Original Passport and a copy of all its pages
- 6 Passport photos (with red background)
- Copy of Applicant Academic Certificate
- Applicant dependant documents if dependant visa required (Passport, Birth Certificate, Marriage Certificate, and Photos)

Malaysia

- Original Passport and a copy of all its pages
- 3 Passport photo
- Applicant CV
- Copy of Applicant Academic Certificate
- Job scope
- Applicant dependant documents if dependant visa required (Passport, Birth Certificate, Marriage Certificate, and Photos)

Singapore

- Original Passport and a copy of all its pages
- 3 Passport photo
- Applicant CV
- Copy of Applicant Academic Certificate
- Applicant dependant documents if dependant visa required (Passport, Birth Certificate, Marriage Certificate, and Photos)

Thailand

- Original Passport and a copy of all its pages
- 3 Passport photo
- Applicant CV
- Copy of Applicant Academic Certificate
- Doctor Certificate
- Applicant dependant documents if dependant visa required (Passport, Birth Certificate, Marriage Certificate, and Photos)

Note: Applicant must hold a Non Immigrant B visa to apply for work permit and visa in Thailand.