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## 1. Policy

It is the responsibility of the Payroll Services team to ensure that employees are paid correctly at all times. However, if an overpayment of salary or any other payment (either expenses and / or benefits) is made for any reason, Payroll Services reserves the right to take the necessary steps to recover the overpayment from the employee.

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HR. Where a National pay award or annual Increment occurs, employees would not normally receive an individual notification unless there was another change occurring at the same time.

## **4. Responsibilities under this Policy**

### **4.1 Responsibility on employees to disclose a potential salary overpayment or any other significant overpayment**

**4.1.1** All employees have a responsibility for checking their payslip on MyView and any employee who suspects that an overpayment has occurred when compared to their regular payment should contact the Payroll Services Team as soon as possible. The Payroll team will check the information and confirm to the employee if an overpayment / underpayment has occurred.

**4.1.2** Where an overpayment (or an underpayment) has been identified, the Payroll Team will ensure that the employee's personal tax and NI contributions are recalculated within 28 days of the overpayment (or underpayment) being identified. This action is to ensure that there should be no detriment to an employee as a result of personal tax and NI adjustments following recEMC /P AM 0nF (olt)2 1.24 Td(T)5 (eT1o)10 T10 (c



## **7. Extended repayments of salary overpayment or any other payments**

**7.1** If the employee considers that, due to exceptional circumstances, the timing or the rate of the reversal is not possible and will cause financial hardship or if they dispute the amount of the overpayment, it is their responsibility to contact the Payroll & Pension Team to propose an alternative repayment plan.

**7.2** This proposal will be considered on a case-by-case basis presented by the Payroll Manager through the Head of Payroll Services, and (if the circumstance required) to the HR Director who has overall responsibility for giving approval or otherwise.

**7.3** A copy of the written communication will be held on the employee's HR Payroll file.

The Payroll Services Team will work with the employee to agree a solution and timescale for repayment, and to ensure the employee does not enter into any financial hardship as a result of.

There may be occasions where the HR Business Partner is involved in the overpayment discussions and repayment plans.

Following an agreed repayment plan, the employee can repay one of three ways:

- x Monthly deduction through the payroll
- x Direct Debit monthly payment (Bank details to be provided to employee)
- x Through the online store under Payroll Overpayments

Once the repayment value and timescale has been agreed, the Payroll Services team will confirm this in writing and the expectation is that the first repayment value will be within one month of the agreement.

If there is no response from the employee within one month, the Payroll team will write again to the employee advising that as no response has been received. It may be necessary to advise the HR Business Partner and Line Manager, should no response be received.

Where an employee does not respond to any correspondence, it may be necessary to invoice the individual as a bad debt through the Finance Department and recovery will then fall under their internal policy for debt recovery.

### **7.4 Where the employee appeals against recovery on the grounds of good faith or hardship, or against the proposed repayment schedule**

In order to show that the overpayment is not recoverable, then the employee must demonstrate three things:

- x The overpayment was the fault of the University, not the employee
- x It was reasonable for the employee not to know that they were being overpaid

- x The employee must have acted to their disadvantage on the assumption that the payment of salary was correct (e.g., by spending the money)

It is not acceptable for an employee to assume that they have received a substantial increase in pay unless there is some reason to believe that that this is the case.

The employee should confirm in writing their case for financial hardship and this will be assessed by the Head of Payroll Services and HR Business Partner. If this cannot be agreed, the appeal may be referred to the Di-9J0.004 Tc -0.24. (eal)6l

- x Seeks to negotiate recovery over a period of time, the Payroll Services team can agree reasonable settlement terms;
- x Appeals against any recovery action on the grounds of 'good faith' or 'hardship' the Payroll Services team is to advise the employee that the case is being referred to the Head of Payroll Services and Head of Reward for consideration.

Within 30 days the employee is to be advised in writing by the University of Lincoln Head of Payroll Services of the outcome of the case review and a copy of the letter kept on record for action by the Payroll Services Team.

If the decision is not to pursue, the University will initiate appropriate action for writing-off as a loss.

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# Overpayments Policy

Owner	Last Reviewed
Payroll Services	June 2022

