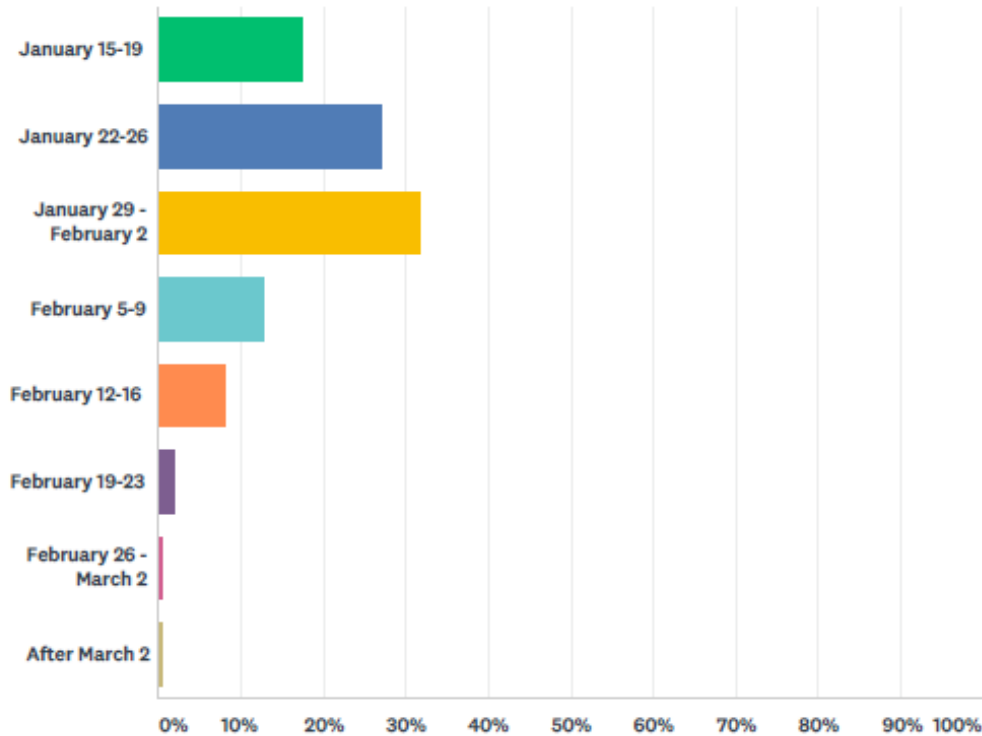


Q1 During what week did you (or will you) begin paying employees using the 2018 withholding tables?

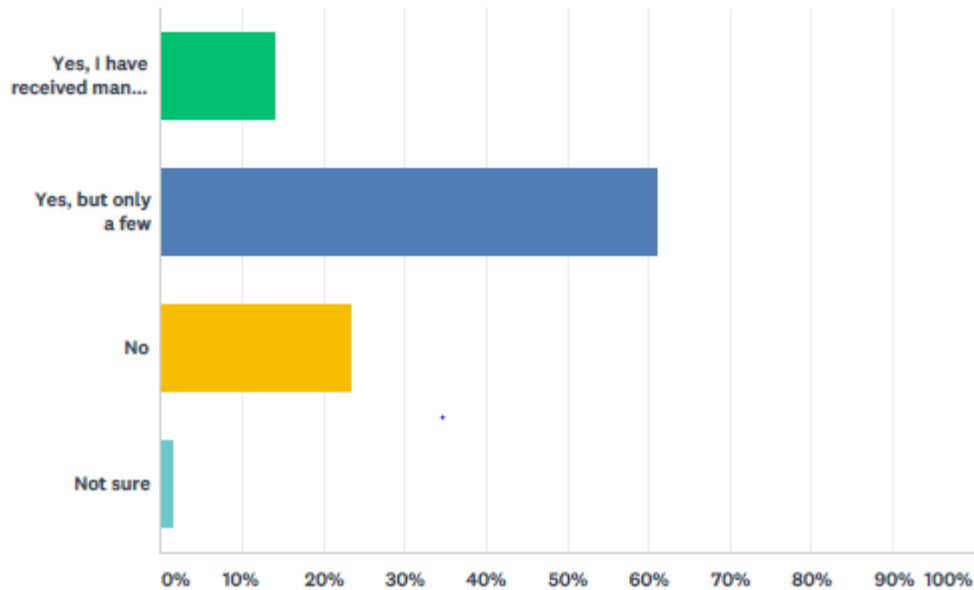
Answered: 1,055 Skipped: 0



ANSWER CHOICES	RESPONSES	
January 15-19	17.35%	183
January 22-26	27.20%	287
January 29 - February 2	31.75%	335
February 5-9	12.80%	135
February 12-16	8.06%	85
February 19-23	1.80%	19
February 26 - March 2	0.66%	7
After March 2	0.38%	4
TOTAL		1,055

Q2 Have you received questions from your employees on how the tax reform law will impact their paychecks?

Answered: 1,050 Skipped: 5



ANSWER CHOICES	RESPONSES	
Yes, I have received many questions	14.10%	148
Yes, but only a few	61.05%	641
No	23.43%	246
Not sure	1.43%	15
TOTAL		1,050

Q3 What type of questions have you received from your employees regarding changes to their paychecks?

Answered: 783 Skipped: 272

Concerns about how much income tax they'll owe for 2018
Concerns of having insufficient funds being deducted due to change in supplemental tax rates, based upon employee discussions with their tax consultants.
confusion on personal exemptions vs wiltholding allowances
Curious as to how much their new pay will increase . Also when will new tax rates will increase.
Did I get a raise?
Did I receive a raise? Why is my check different? Can you advise me on my withholdings?
Did the new tax rate go into effect for the payperiod?
Did the new withholding tables go into effect
Did the tax tables change?
Did you make a mistake? I got more money.
Differences in fed tax withholding mostly
Different amounts of withholding
Do i Have the new tables to detemine that tax
Do I have to change my W4
Do I have to do a new W4 and when will the changes go in.
Do I have to fill out a new W4 to have the new withholding applied? and just, Do I need to do anything?
Do I have to pay at the end of the year now
Do I have to submit a new W-4 to get the "pay increase"
Do I ned to change my W4 withholding
Do I need a new W-4? How much will I save? Why didn't my check increase more?
Do I need to adjust my tax withholding?
Do I need to adjust my withholding?
Do I need to adjustment my W-4 withholding?
Do I need to change my deductions?
Do I need to change my elections?
do I need to change my exemptions and how can I calculate that I have enough withheld so I do not owe taxes
Do I need to change my W-4
Do I need to change my W-4
Do I need to change my W-4
Do I need to change my W-4 so I don't owe next year.
Do I need to change my W4?
Do I need to change my W-4?
Do I need to change my W-4?
Do I need to change my W-4? How much more net pay will I receive?
Do I need to change my W-4? Why didn't my taxes drop as much as they said they would on TV?
do I need to change my withholding
Do i need to change my withholding amount
Do I need to change what I am claiming on my W4
Do I need to complete a new W4?

Q3 What type of questions have you received from your employees regarding changes to their paychecks?

Answered: 783 Skipped: 272

Answers Continued

Do I need to make any changes? When will I see the increase in my check?
Do I need to make changes to my W-4?
Do I need to update my W4?
do they need a new W4
Do they need a submit a new Form W-4?
Do they need to change their deductions?
do they need to change their withholdings
Do they need to fill out a new W-4 and make any adjustments
Do they need to fill out a new W-4? Do they keep their allowances the same?
Do we need to chnage W4, when do we get a new W4
Do you know how much my check will increase
Does this mean that I need to change my W4?
Does this mean we will have more or less tax coming out of checks?
dollar amount (before new tables were effective) and if they should submit a new W-4
Effects on Net pay? Will I have enough withheld?
Employees are concerned that they will not have enough federal withheld.
Everyone else is seeing more money in their check, why aren't I?
Everyone that I spoke with, thought an error had been made for that pay date
Exempt withholding, net pay difference
From the NRA's why are my taxes higher? From Citizens, how should I adjust my personal exemptions?
Has my FIT reduced after the new tax became eff.?
Has my taxes gone down?
How are my Federal taxes calculated?
How are the table balancing the change with their first few periods paid
How are the tax tables different
How can they be sure that they won't be underwithheld
how changes affect net pay
how changes will impact their net pay
How come I didn't see more money on my check than other employees claimed they received. Will I need to change my exemptions. What will this do to my tax return.
How come my net pay changed? How will the tax changes affect my personal income taxes?
How come my taxes are still high?
How do I avoid owing at the end of the year?
How do I calculate my withholdings now
How do I change my Tax Deductions?
How do I change my W-4 form to stay the same withholding?
How do I change my withholdings?
How do I figure this out?
How do I know if enough is withheld
How do I know if I am paying enough taxes? When will the 2018 W-4 be ready?

Q3 What type of questions have you received from your employees regarding changes to their paychecks?

Answered: 783 Skipped: 272

Answers Continued

How much will this reduce my taxes? How much will my check increase because of this?
How much, and should they update W-4's
How much?
How should I adjust my withholding allowances?
how should I change my w-4
How should I complete my W-4 form?
How should they change their w4?
How that will change their take home pay and or tax returns next year
How the change will impact them.
How the changes will affect their net income
how the impact of no allowances will affect their withholding.
how the new law will affect their taxable income
How the taxes will affect the amount in taxes they will be paying
How they need to file their W-4
How they should calculate what their taxes will be for 2018
How they should fill out their W-4 exemptions.
How this will effect them? What should they be claiming? What changes have been made?
How to complete W-4 and the impact on check
how to determine impact; where to find tax tables
How to fill out their W4 and when will it be available?
How to go about changing their withholdings for 2018.
How to increase the withholding to avoid owing the money at the end of 2018? If the taxes went down now, when will they go up?
How to keep the amount of federal withholding the same
how w-4 allowances will affect new tables
how was it calculated?
How will effect me and will I pay more taxes?
How will I know if I am getting the tax cut.
How will I know if I have the correct withholding tax deducted for 2018
How will it affect my current pay. Will I get the same amount back when I file.
How will it affect my taxes this year?
How will it affect net pay. And bicycle commuter benefit
how will it affect their paycheck
How will it change thier pay? How does it change year end filing?
How will it effect my net pay
How will it effect my net pay?
How will it effect their pay check
how will it impact me?
How will it impact year-end tax filing
How will my net check change

Q3 What type of questions have you received from your employees regarding changes to their paychecks?

Answered: 783 Skipped: 272

Answers Continued

How will this effect my taxes? Will this impact me at the end of the year when i file?
How will this impact income tax filing and will I owe money?
How will this impact my refund next year?
How will this impact my W4; How will this impact me when I file my taxes next year?
How would it affect their net pay?
I distributed a memo with the check/direct deposit notice explaining the change, I received only one question asking if he should change his withholding.
I expected a bigger increase in my net pay
I notice less money being withheld, do I need to change my exemptions?
I noticed a higher net pay, is this due to the tax reform?
I noticed my paycheck was a little higher
I see my check is different, can you tell me why?
I think my check is wrong, not enough taxes were taken out.
I want the same withholding I used to have how do I do that.
I was overpaid, Why was I overpaid?
if having less withheld will effect how much they'll have to pay at year end
If I am paying less tax each pay period, will I still get a refund? Should I just have you take an additional amount out each pay to go back to the amount I had withheld before?
If I knew how the new tables worked and how it would impact there filing at year end
If the withholding was correct, why they didn't match with their first paycheck of the year, etc..
If they can get any literature on the new tax tables
If they need to change their W4
If they needed to make any change to their W-4 due to the change.
If they should change their withholdings
If they should change their withholdings, will it be an increase or decrease, etc.
If they will need to fill out a new W-4, if they need to change their withholding exemptions
if they will receive more net payments with new tax regulations
If we were going to refund Federal tax from previous checks
If we were using the new tax table yet.
Impact to net take home pay.
Impacts of Moving expenses paid to moving company
In early January people were asking why it wasn't in place. They didn't know it started in February.
In general, what is changing (big picture)?
Increase in Net
Increase or Decrease
Is my net correct? Will I be underwithheld?
Is my withholding correct?
is tax withholding correct; do I need to complete new W-4; how to handle Exempt filing status
Is the increase in my check permanent? Why did my check change? Do I need to do anything with my W-4?
Is the new tax rate being used I have more money in my pay check

Q3 What type of questions have you received from your employees regarding changes to their paychecks?

Answered: 783 Skipped: 272

Answers Continued

Should I change my exemptions
should I change my federal exemptions
should I change my tax withholding allowance?
Should I change my W4
Should I change my W4
Should I change my W-4 form?
Should I change my W-4? How much of a difference will I see? Did the change take place?
Should I change my W-4? If I leave it the same how will I know if enough taxes were withheld
should i change my withholding allowances
Should I change my withholding?
Should I change my withholdings? Why am I paying fewer taxes>
Should I complete a new W-4 for 2018
Should I update W-4?
Should they change allowances
Should they change their exemptions, will they be underwithheld
Should they change their W4?
Should they change their withholding
Should they change their withholding exemptions and how will it look in the end? Why isn't there paycheck getting better...shouldn't the taxes be less?
Should they change their withholding?
should they change their withholdings
Should they fill out new W-4's, will they see a difference, should they change their allowances
should they withhold additional amounts to be safe
Some EE's have asked whether they need to change their W4 forms.
Some people asked , since it took place after the first payroll, if there would be a retro amount taken to make up
Some variation of "Are these figures correct?"
Submitting an updated W-4
surprise as to the larger amount in their paycheck
tax changes
The amount of the taxes that will be deducted
The biggest question is will the employee see the same increase in all paychecks through the year
The employees want to know if they will receive more money in their paycheck.
The few just wanted to make sure the extra money was not a mistake.
The increase they thought they were to receive was smaller than expected
The NRA population are seeing thier federal taxes increase. The students are being adversely impacted.
The only question we're asked is: "When will it take effect?"
The supplemental rate for bonus payments
They are concerned about owing taxes next year
They are happy they have more money in their paychecks
They ask how the lower taxes will impact their filings at tax time.

Q3 What type of questions have you received from your employees regarding changes to their paychecks?

Answered: 783 Skipped: 272

Answers Continued

They just want to know why they are receiving more net pay.
They plan for a return at the end of every year and how can they still accomplish that
They they are paying more or less taxes.
They want to be sure enough tax is being withheld
they want to know all impacts to their pay
They want to know how it will affect their end of year reporting
They want to know how it will impact them next year.
They want to know how much extra will be in each paycheck
They want to know if they need to change their exemptions to be sure that they are having enough withheld.
They want to know if they should change their deductions
They want to know what they need to do next
They want to know whether they will receive more or less money due to the changes.
they want to withhold more
Thinking their taxes should be less and their net be more.
timing
Timing of change to withholding and what are the other impacts.
Timing of changes and dollar impact to expect
timing of when it will take effect
Total Tax Withheld
Trump said we were getting more money in my paycheck. When is that happening?
understanding the new tax tables and if they need to complete a new W4 form
Unsure
update W-4
Various
various
W/H additional dollar amount
w4
W-4 questions
W-4 requirements and Supplemental Rates
w-4, is there a new one how do we do it if...many household
Want to know why their pay went up.
Wanted to know when the new rates would take affect
Wanting to change withholding
Wanting to know their new net paycheck
Wanting to know what the withholding difference will be
Wanting to know when the changes will show up on their checkstub.
Wanting us to explain the new tax tables
We have an in house system and we took out the personal tax exemption amount of \$4150 because we understood this went away.
We have fixed it but it caused a lot of problems and refunds.
We informed them it was happening based on the IRS documentation. Mostly questions asking why the checks were higher

Q3 What type of questions have you received from your employees regarding changes to their paychecks?

Answered: 783 Skipped: 272

Answers Continued

What bracket they fall in now and how much less they pay per check
What do I need to do? A new W4?
What do they need to do
What does the tax reform mean for me?
What does this mean for my pay?
What form do i needed to take out more FWT?
What impact will this have on my paycheck?
what is my new net pay?
What is my new rate going to be?
What is my take home pay going to be?
What is the new calculation? Detailed explanation of the changes.
What is the withholding rate we used
What paycheck will the change be on?
what paycheck will the new tax tables will take effect on
What percentage will be my new tax with holding?
What should I be claiming now? When will I start to see more money in my check?
What should I change my W4 to with the tax reform?
What should I claim now for exemptions?
What should I really have withheld from my pay? Will I be able to claim the same deductions on my 1040 next year? How can I be sure that I will not owe any money at the end of 2018?
What should their election be now?
What tax bracket will I be in and how does that affect my net pay?
What the impact will be on their net pay?
what the tax impact will be
What their net pay will be
What their net pay will be
What they need to do to their federal withholding elections.
What to do with their W-4
what to expect on their paycheck ?
What type of questions have you received from your employees regarding changes to their paychecks?
What will be my new net pay? Will a reclassification cause me to owe taxes next year?
What will be my new tax amount?
what will be the effective date?
what will be the impact on net pay
What will be the new net pay
What will change on my paystub?
What will my new net check be
What will my new withholding be? How should I change my W-4?
What will the change be?
What will the difference in my take home be? What effect will there be if I change by tax exemptions now?

Q3 What type of questions have you received from your employees regarding changes to their paychecks?

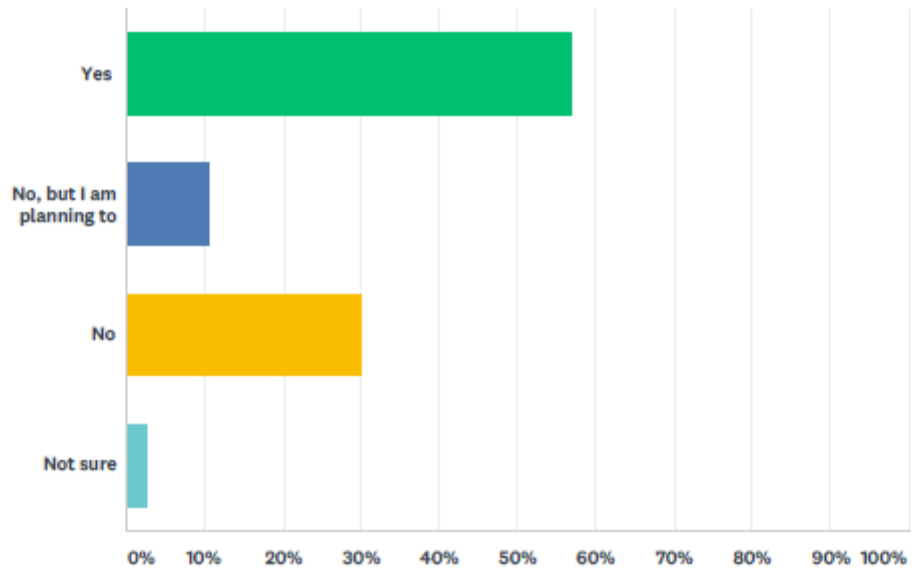
Answered: 783 Skipped: 272

Answers Continued

Will I be under withheld and need to pay in when I do my taxes next year?
Will I be underwithheld at the end of the year?
Will I be underwithheld since there are no more personal exemptions?
Will I be withheld enough to meet my tax liability?
Will I end up owing money when I file my 2018 taxes?
will I get more money
Will I get more or less money in my check? Will I owe at the end of the year? What am I withholding now? New W-4's ready yet?
will I get more or less?
Will i get to keep this money or owe it on my 1040?
will I have enough withheld?
Will I have to pay back Federal taxes at end of year.
Will I need to have additional dollar amount withheld
Will I need to pay more in taxes at the end of the year. Should I change my W4? Is the new tax correct?
Will I owe at the end of the year if I don't adjust my W4?
Will I owe at the end of the year?
Will I owe money at the end of the year?
Will I owe money at year end? and Why did my check go up?
will I owe next year, how will this affect my take home pay, etc.
Will I owe tax at the end of the year? Do I need to change something on my W-4? When will the 2018 W-4s be available?
Will I owe taxes at filing?
Will I owe taxes at the end of the year?
Will I owe taxes in 2018 due to this change after Jan first.
Will I receive a refund of what I have already paid in?
will i receive more in my check and will it effect my refund
Will I reimbursre them for the taxes they have already paid
Will I see an increase in my pay?
Will I see more money in my paychecks this year?
Will I still get a Federal refund if I make no W-4 changes?
Will it be the right amount at the end of the year?
Will it benefit them and what the supplemental tax rate will be.
Will it lower the taxes taken out?
Will may bracket change?
Will my bonus be taxed lower?
Will my Check be adjusted to 1/1/2018
Will my check be effected? By how much? Is my check going to go up or down? Do I have to complete a new W4?
Will my federal taxes increase?
Will my taxes decrease.
Will my taxes go down?
Will my taxes go up or down?
will my withholdings go up or down

Q4 Have you been proactively communicating with employees to let them know how the tax reform law could affect their paychecks?

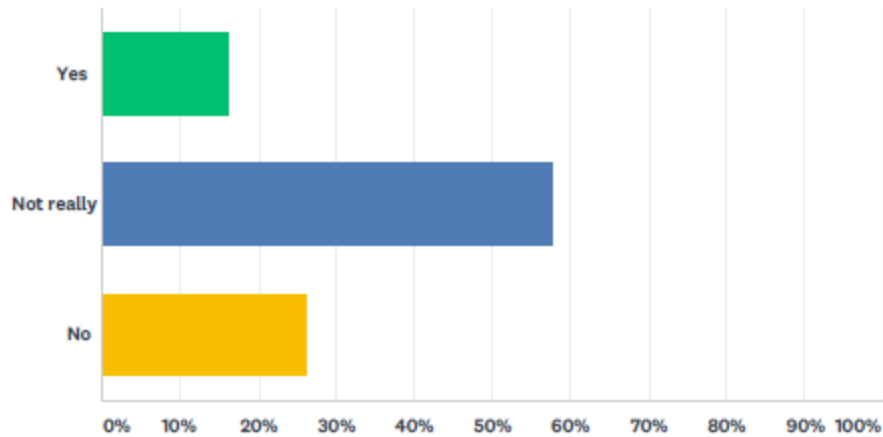
Answered: 1,040 Skipped: 15



ANSWER CHOICES	RESPONSES	
Yes	56.92%	592
No, but I am planning to	10.38%	108
No	30.19%	314
Not sure	2.50%	26
TOTAL		1,040

Q5 Has implementation of the tax reform law placed an additional burden on your year-end processes?

Answered: 1,037 Skipped: 18

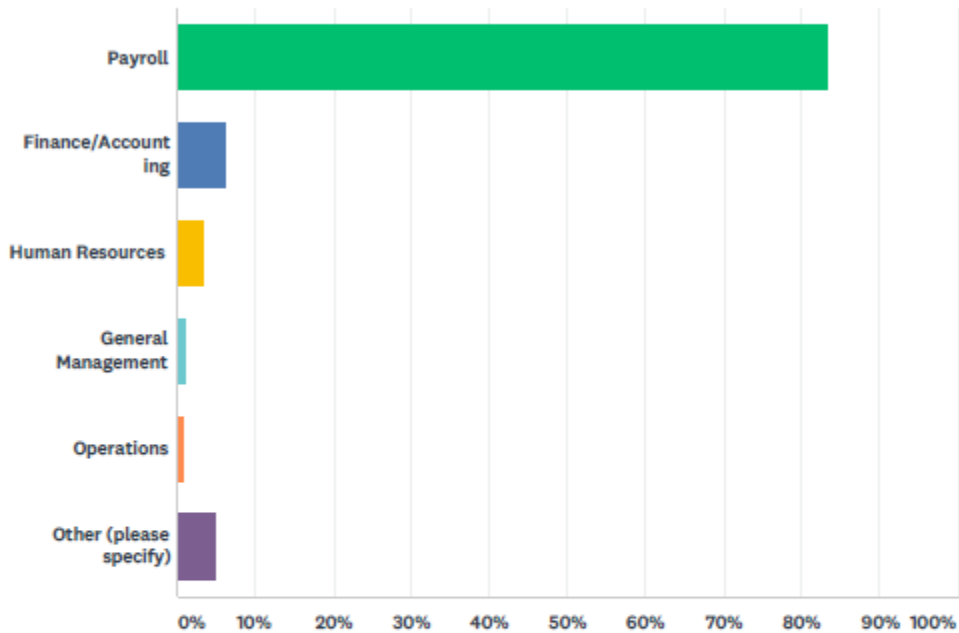


ANSWER CHOICES	RESPONSES	
Yes	16.01%	166
Not really	57.76%	599
No	26.23%	272
TOTAL		1,037

DEMOGRAPHIC INFORMATION

Q6 What is your primary role within your company?

Answered: 1,027 Skipped: 28

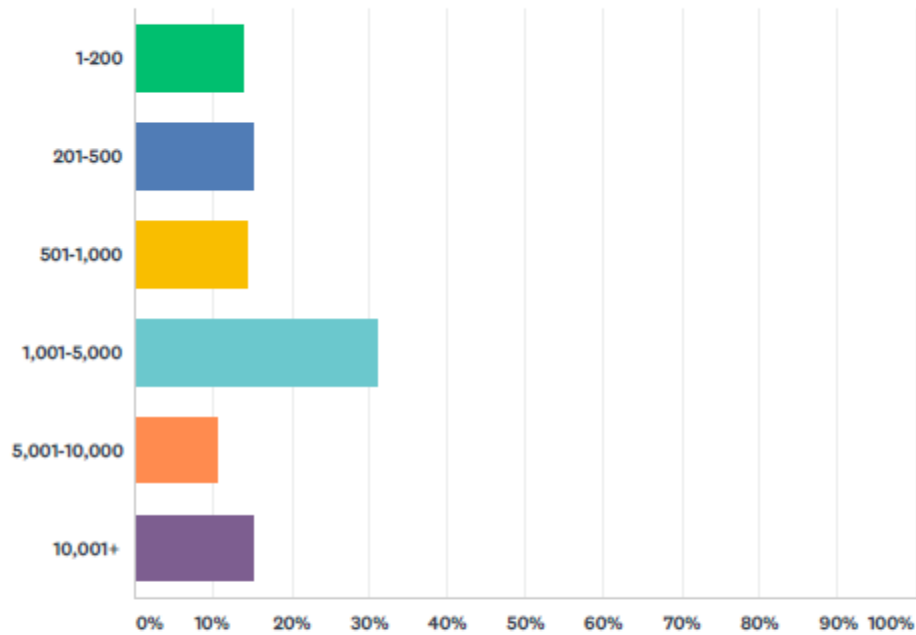


ANSWER CHOICES	RESPONSES	
Payroll	83.54%	858
Finance/Accounting	6.33%	65
Human Resources	3.31%	34
General Management	0.97%	10
Operations	0.88%	9
Other (please specify)	4.97%	51
TOTAL		1,027

DEMOGRAPHIC INFORMATION

Q7 Approximately how many employees (full- and part-time) does your company process payroll for each year?

Answered: 1,026 Skipped: 29

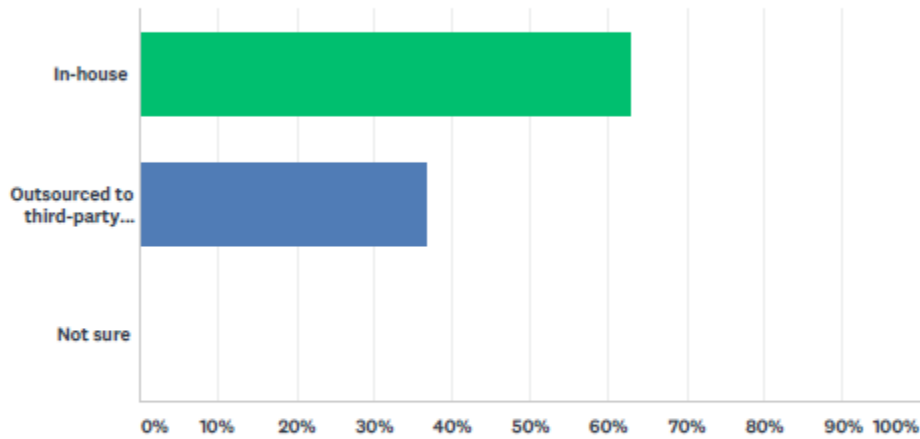


ANSWER CHOICES	RESPONSES	
1-200	13.74%	141
201-500	15.30%	157
501-1,000	14.52%	149
1,001-5,000	30.90%	317
5,001-10,000	10.43%	107
10,001+	15.11%	155
TOTAL		1,026

DEMOGRAPHIC INFORMATION

Q8 Does your organization process payroll in-house or is it outsourced to a third-party vendor?

Answered: 1,027 Skipped: 28



ANSWER CHOICES	RESPONSES	
In-house	62.90%	646
Outsourced to third-party vendor	36.81%	378
Not sure	0.29%	3
TOTAL		1,027