

1. What services do you offer?

We offer remote staffing solutions tailored to your company or project's needs.

Our dedicated staff members are committed to your business, providing **Full-time (40 hours a week) or Part-time (20 hours a week)** availability according to your requirements.

2. How does it work?

Share your staffing needs by filling in [our intake form](#) 

- We will find the most suitable candidates and share them with you
- Choose who to interview and hire your best match
- Select a starting date and begin delegating tasks

3. Where is the team from?


Our team primarily consists of talented professionals from Latin America, with a strong presence in **Venezuela, Colombia, Argentina, Peru, Panama, and Mexico.**

They bring exceptional services to clients located in the **United States, Canada, and Europe, regardless of their geographical location in Latin America.**


4. What time zone are you in?

Our main offices are located in these time zones:

 **UTC-3 (Argentina ART)**

 **UTC-5 (Peru PET)**

 **UTC-4 (Venezuela VET)**

 **UTC-5 (Mexico CT)**

 **UTC-5 (Colombia COT)**

[Click below to check our time zone and how it fits yours.](#) 

5. What is the Freelance Latam guarantee?

If you are not satisfied with your freelancer during the first month, we will find you a replacement at no extra cost.

After the first month, you can terminate the contract with a 30-day notice.

6. Can I work directly with my freelancer?

We encourage you to work with your remote staff as if they were part of your on-site team.

We advise you to include them in your phone numbers directory so you have full access to their work calls and messages.

TIPS:

- Create a corporate email address
- Add your Freelancer to your workgroup chat
- Make them feel part of your team

7. What if I want to absorb my Freelancers?

If you choose to buy out your freelancer, a one-time fee equal to six months' worth of service rate is required to integrate them into your company's payroll.

By opting for this option, you assume full responsibility for the freelancer's compensation, work tools, compliance with tax and local labor laws, and any other associated liabilities

8. Do you charge a flat rate or hourly rate?

We offer you a flat rate based on the working schedule you choose **(Full-time or Part-time)**

9. Do you run a background check?

We have the capability to conduct criminal background checks on freelancers **if deemed necessary by the client.**

10. What languages do freelancers speak?

All of the freelancers speak English, and their native language is Spanish. We also have candidates who speak French, Portuguese, and Italian.

If you need any other language, just give us a call, and we will do our best to find a suitable candidate for you.

11. Do I have to commit to a long period of time?

You may terminate the agreement at any time by giving just 30 days' notice. **However, we strive to cultivate long-term partnerships.**

12. Do you provide VOIP phones?

We do not provide phone numbers, but we can recommend excellent options that have helped our other clients. This will enable you to control and monitor all calls while having the phone number inside your company's directory.

If you have a physical phone, we can help you coordinate shipping to the office(s) your freelancer/remote team will work from.

13. What are the payment methods?

As one of the benefits of hiring fully managed services, you will be able to do **one single payment a month**, no matter how many freelancers are working with you.

You can pay with autopay by ACH directly through bill.com payment portal. If you would like to pay with a credit card a 2.9% fee transaction is added.

14. Who provides the work equipment?

What equipment does Freelance Latin America provide?

We provide all the essential equipment your team requires, like a computer, headset, webcam, and mouse dedicated to your company, and our IT team can help you install all the software and apps you need.

15. How are vacations, holidays, and PTOs handled?

Each client has the autonomy to determine the approach for managing vacations, holidays, and paid time off for their remote staff.

Given that your hired talent is legally considered "Freelance," you have the flexibility to provide benefits that align with your company's culture and financial resources.

You can establish holidays based on your culture or the culture of your respective freelancers. **If a freelancer expresses their desire to work on these holidays, you may choose to offer them a "holiday rate" that is 150% higher than their standard rate.**

16. What if I want to upgrade the work equipment?

If you're looking to upgrade your equipment or add extra items like a second screen or a dock station, we'll put you in touch with our IT manager.

They'll handle the purchasing and shipping of any new equipment seamlessly.

17. Can my freelancer have their own private office?

We provide shared and private office spaces tailored to your company's requirements and the freelancer's work responsibilities.

For further information, feel free to explore our office video here.



18. How is the onboarding process?

New freelancers receive an office tour on their first day if they are situated in cities where our coworking spaces are located. Otherwise, their onboarding is conducted virtually.

During this process, they have the opportunity to meet our corporate team to discuss the essential policies, culture, and core values essential for remote work.

In addition, we provide guidance on best work practices, email etiquette, and the do's and don'ts of virtual employment.

Additionally, we offer an extended onboarding process beyond the initial seven days, continuing at thirty and sixty days, to ensure a seamless transition and ongoing support.

19. Where does the freelancer physically work?

Most Freelancers work at our offices in:



20. Do I have to agree to a contract?

Yes, we have a month-to-month Service Agreement. If you wish to terminate our services and/or the relationship with any freelancers/remote staff, **you must give at least 30 days' notice.**

21. How reliable is the office internet and power?

Our offices are equipped with fiber optic and satellite internet services provided by multiple international internet companies, enabling combined speeds of over 900mbps.

All workstations have access to battery-powered UPS units, which can provide power for over 8 hours.

We also have power generators for each office that can supply electricity for up to 12 hours.

22. Can my team get a static IP address?

Indeed, this option is available for an additional fee charged by the Internet Service Provider.

We can handle this on your behalf and include it in your monthly invoice.

23. Can I send extra bonuses to my remote staff?

Yes, you can. We will pay all extra bonuses in full directly to your Freelancers and then include them in your monthly invoice.

24. How are special occasions handled?

- **Graduation Ceremony:** Time off is granted on the day of the Graduation Ceremony.
- **Death of an immediate family member (Parents, children, siblings) or spouse:** 3 days off will be granted from the date of the death.
- **Death of grandparents:** 2 days off will be granted from the date of the death.
- **Marriage or childbirth:** 1 day off will be granted.
- **Parental Leave:** It is arranged internally with your Freelancer and the HR department.
- **Sick days:** In case of illness, three paid days off per year are granted. If this limit is exceeded, additional days will be considered unpaid.

Likewise, for clients who have contracted office services and whose freelancer is sick or unable to attend the premises, permission to work from home will be granted while their health is being recovered.