

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 out [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 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 unsatisfied 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 your Freelancers?

If you choose to buy out your freelancer, a one-time fee equal to six months' worth of service 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 can 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 call us, and we will do our best to find a suitable candidate for you.

11. Do I have to commit to an extended period?

You may terminate the agreement at any time by giving just 30 days' notice.

However, we're here for you every step of the way to ensure that the talent you hire aligns with your business's core values and focus, enabling you 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 service 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) from which your freelancer/remote team will work.

13. What are the payment methods?

One of the benefits of hiring our fully managed services is that you can make one payment each month, no matter how many freelancers are working with you.

You can pay with autopay by ACH directly through the bill.com payment portal. If you would like to pay with a credit card, a 2.9% transaction fee 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 can 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 offer them a "holiday rate" of 150% higher than their standard rate.

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

Our IT manager will handle purchasing and shipping seamlessly if you need to upgrade your equipment or add new items, such as a second screen or a dock station.

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 located where we have coworking spaces receive an office tour on their first day. Otherwise, their onboarding is conducted virtually. During this process, they can 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 dos and don'ts of virtual employment. **Additionally, we offer an extended onboarding process beyond the initial seven days, 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:

 **Venezuela**  **Colombia**  **Argentina**  **Mexico**  **Panama**

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 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 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 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:** We will grant three days off 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.
- **Parental Leave:** This is arranged internally by your freelancer and the HR department.
- **Sick days:** Employees receive three paid sick days per year. If they exceed this limit, they may take additional unpaid days. Similarly, clients who have contracted office services will be allowed to have their freelancer work from home if the freelancer is sick or unable to attend the office until they recover.