

FAQ

When will I receive the salary?

You get the payment of your salary the 15th of the month. The transfer will be sent to the bank account you provided in your Adecco portal.

The payment always refers to the previous worked month, a.e. March 15th you will receive the salary related to February.

Where can I check how many holidays I have accrued?

Holiday and paid leave hours accrued can be seen on the payslip under the item "Ratei". The amount of hours actually available are indicated by the item "Saldo" and it is valid the number indicated in the last payslip received.

What should I do in case of absence?

Each absence has to be agreed with the user company where you actually work. Once the absence is agreed, you have to notify it to Adecco using the right justification before the end of the month through the modalities listed during the hiring phase, otherwise that hours will not be paid.

What should I do in case of sick leave?

For the sick leave you have to provide a certificate released by your family doctor or by the medical guard. On the certificate needs to be indicated the protocol number (which has to be transmitted to Adecco) and has to be released within 24 hours from the beginning of the event. Otherwise, the certificate cannot be considered valid to justify all the days communicated as sick leave, but only from the release date. Remember to promptly notify your sick leave to the user company and to Servizio Lavoratori.

How can I reach Servizio Lavoratori?

You can contact us on 06 45664560 from Monday to Friday from 8 am to 7 pm, otherwise whenever you prefer by mail using the following mail address servizio.lavoratori@adecco.it or through MyWallet app using "Richiedi Supporto" service.

Which is the response time of Servizio Lavoratori?

Response time is about 2-3 working days, particularly after the payslips release due to the high amount of requests received (then after the 15th of each month). Remember that in the days after the payslips release waiting time can be longer, therefore we suggest you to send an email or use the service "Richiedi Supporto" on MyWallet app in order to avoid queue.