



Pivotal House
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Subject: Annual rate adjustment - April 2025

Dear Accounts Team,

We appreciate your continued trust in Pivotal. As always, we remain committed to delivering the highest standards of service while ensuring our team is supported, well-trained, and fairly compensated.

Each year, we review our pricing in line with inflation, operational costs, and government legislation. From April 2025, several key factors are impacting our costs:

- **Retail Price Index (RPI) Inflation** - Announced at 3.6%, reflecting the rising cost of goods and services.
- **National Minimum Wage Increase** - A rise in April will directly increase payroll expenses.
- **Employer National Insurance Contributions** - Changes to thresholds are raising employer costs.
- **Industry-Wide Supplier and Operational Cost Increases** - including software, tools, and specialist services essential to maintaining our high standards.

To continue providing the level of service you expect while covering these rising costs, our rates will increase by 7.5% from April 2025 (so for example £1000 becomes £1075). This ensures we can invest in our people, maintain exceptional service quality, and remain sustainable.

We appreciate our partnership and are happy to discuss any questions you may have. We look forward to our continued partnership whilst growing and strengthening our results together.

Thank you for your ongoing support.

Best regards,

A handwritten signature in black ink, appearing to read "Tait Pollack".

Tait Pollack
CEO, Pivotal