



FAQ - Expats4China.com

General questions

What advantages does expats4china offer to expats?

- Through expats4china the employer comes directly to you, saving you time and money.
- expats4china provides you a highly cost effective and professional alternative to sourcing your next assignment through an agency.
- Your new direct employer relationships are yours forever; providing you greater independence, flexibility and control.
- Higher average work rate throughout the year. On average 2.2 jobs (50 days each) per expat/year.
- Assignments are entered into without the need for lengthy contract negotiations (often within a telephone conversation).
- Direct contract between freelancer and client (without intermediate party).
- Free services: [sample contract](#), payment via [trusted third party](#), free telephone advice, [articles](#), news, ...

What advantages does expats4china offer to employers?

- The expats4china service facilitates a direct contract between the employer and expat. This negates the need for the employer to use an expensive recruitment agent that charges commissions for the entire duration of the contract (and extensions).
- The employer's use of the expats4china service is free of charge. This offers the employer an enormous saving when compared to the agency fees of between 10-40% for the equivalent service.
- Also no fees on contract extensions or reassignments.
- The transparency of the system facilitates quick comparison of expats and fosters a competitive environment ensuring that the expat offers their services at the best possible rates.
- Fast search facilities.
- No negotiations about hourly rates as these are stated up front and governed by clear rules of using the system.
- Direct contract between client and freelancer (without intermediate party).
- Employers have access to [free sample contract](#) and non-disclosure agreements.
- Employers and expats may nominate to manage their risk by using a [trusted third party](#) banking facility.
- Free telephone hotline, [articles](#), news, ...

Why are the expats from expats4china cheaper than at any agency?

Employers pay optimal rates because the relationship is directly between the expat and employer removing the need for an expensive agent to act as 'broker'. Typically, on a 3 months contract, the expats4china fee to the employer is 2.5% of the expat's total turnover. This compares very favourably to the fees charged by an agent, of between 10-40%, on the equivalent turnover. Employers are also able to buy better in as they are able to directly compare the expat's hourly rates against others available in the market at the time. On the other hand, the expat enjoys a higher utility rate resulting in a net increase in annual income.

The following example (a programmer with 60% work load) shows how utilisation and hourly net income can improve:

Example Calculation	Conventional	with expats4china
Acquisition expenses (p.a.):	800 hours	100 hours
Time on project (p.a.):	1,200 hours	1,900 hours
Total (p.a.):	2,000 hours	2,000 hours
Hourly rates:	USD 80.00	USD 60.00 (-25%)
Gross income (p.a.):	USD 96,000	USD 114,000
Expenses for acquisition:	USD 3,000 (expenses)	USD 1,140 (10 introductions)
Net income (p.a.):	USD 93,000	USD 112,860
Net hourly rate:	USD 46.50	USD 56.43 (+ 21%)

What does references in expat profiles mean?

Expats can leave names and email addresses of referees with expats4china. When an employer requests an introduction the referee and their contact information will be made available allowing the prospective employer to validate skills and past track record. Expats are able to update their references at any time via email.

How realistic is the expats profile information?

The expat is motivated to ensure that their profile is up to date and accurate. The flat fee paid by the expat for each introduction, motivates them to be accurate in their presentation of their skills and capabilities. An exaggeration of capabilities would result in them incurring unnecessary fees due to the low conversion rate of employer introductions to active assignments. In addition, complaints from employers would be seriously examined, possibly reducing their quality rating and in extreme cases might result in the deletion of the expat from the system.

Who are the expats listed at expats4china?

The expat registered in expats4china are independent individuals offering their services at an hourly rate. Expats are free however to operate under whatever structure best suits them. Expats can therefore trade as sole traders, proprietary limited companies or may have tax deducted in a Pay As You Go (PAYG) arrangement with the employer. However, all our profiles refer to a specific individual who is the direct provider of the service.

How does the introduction process work exactly?

1st The employer chooses the most appropriate expat on our website.

2nd The employer requests an introduction by entering his contact information and project details on the webpage.

3rd expats4china checks the request for formal correctness and sends-out an introduction email to both the employer and expat. Also, an additional SMS notification is sent out to both parties informing them of the introduction request and providing contact details.

4th The employer and expat contact each other and discuss details of the potential assignment. This initial contact should not take more than one hour and is not to be charged by the expat.

5th If both parties agree, the employer hires the expat directly. If no separate agreement is stipulated, the terms and conditions of expats4china apply. You may choose to use our sample contract.

6th expats4china charges the expat an introduction fee equal to two times the expat's hourly rates. This introduction fee is charged irrespective of whether the introduction results in an assignment or not. In the case of an unprofessional employer who does not have a genuine requirement (no real need), the expat must contact us within 14 days in writing. The introduction fee is then dropped and the employer might be barred from further use of the expats4china services.

7th The employer and expat might contact each other again at a later time and start (a new or follow-up) assignment. Since expats4china charges only a onetime fee, no further fees arise from follow-up assignments between the expat and the employer.

Why are employer only permitted to be introduced to one expat per project task?

The clarity of the expat's published profile stating hourly rates, skills and capabilities allows the employer to evaluate the available candidates and select the most appropriate expat for the required task. Therefore, there is no need for the employer to interview a larger number of expats saving both the employer and expat, time and money. Our introduction statistics prove the success of this approach:

- 78% of all employers ask for an introduction to one expat only, 17% request introductions to two expats.
- Only 5% of the employers wish to be introduced to three or more expats. In this case, only the first selected will be introduced.
- 37% of our introductions result in active projects - significantly more than other introduction approaches.

Should the employer find that the nominated expat is not suitable, then, they are free to select another one for introduction.

If you wish to be introduced to more than one expat, we can offer you, however, that you pay the introduction fee on behalf of the expats. In this case please write in the project description: 'I wish to be introduced to more than one expat per project task and will pay the introduction fee of two hourly rates on behalf of the expat.'

Why are contracting agencies and recruitment companies prohibited from using the Service?

The purpose of the expats4china service is to facilitate a direct contract between the employer and expat. Historically, less than 10% of agency introductions result in work for the expat which is well below the 37% success rate normally enjoyed on expats4china. Accordingly, expats who pay for the introduction, prefer not to be introduced to contracting agencies. If the contract agency is serious about the introduction request, they may put in a request and nominate to pay the introduction fee on the expat's behalf.

How do I determine the quality of an expat?

When viewing the expat profiles you will see a rating from one to three yellow stars. The star rating is based on feedback employers provide on the quality of work undertaken by the expat.

While most of our expats have a rating with two stars, only our best 15 percent have a top-rating with three stars. As the stars are constantly recalculated, they reflect the most current expat rating.

How does an employer provide expat feedback?

Employers can send us an email to info@expats4china.com with their feedback, which will be visible on the expats profile. Your feedback can acknowledge or reward good work, but can also motivate weaker expats to produce better quality work. It also helps other employers in their evaluation of expats for their next project. Your feedback should be succinct limiting it to one or two sentences, for example: 'Quick to understand complex tasks and is highly creative and effective in solving problems.'

What are the underlying economic principles on which expats4china is based?

The business model used by expats4china.com was developed by [Freelance-Market.de](https://www.freelance-market.de) in Germany in collaboration with Prof. Reinhard Selten, Nobel Prize winner of Economics. It is based on the principles of a completely transparent market place where both expats and employers have a comprehensive market overview ensuring optimum competitive pricing strategies. As both the profile and hourly rates of all expats are known, supply and demand pressures ensure that participants make the best market pricing decisions. This is completely in compliance with the game theory¹ as predicted by Prof. Selten. Accordingly, specialist expats in short supply can demand optimal rates whereas expats with skills that are more commonly available will need to be more competitive in pricing their services.

How does the escrow service work?

Maybe you and your new business partner are working together for the first time and not sure who should carry the financial risk, either:

- a) The expat first completes (a part) of the project, but runs the risk that the employer may not pay, or
- b) The employer pays first, without knowing whether the expat will ever deliver an acceptable result.

An alternative offered by expats4china is a trusted third party payment service. It is easy to use without requiring advance notification:

1st Before the project starts, the two parties agree on the deposit amount.

2nd The employer transfers the appropriate amount to our paypal account at info@expats4china.com. As transfer comment, please use trust deposit of A. Smith for expat B. Miller.

3rd expats4china informs both parties that the money has arrived on our account.

4th Once the project is completed, the employer informs us and expats4china transfers the amount to the expat.

5th In the very rare case that employer and expat cannot agree, both parties might clarify the payment via arbitration or through the court. expats4china will then transfer the amount according to the arbitration or court's decision.

There are no fees for using our trusted third party service. No interest is paid on the deposited amount.

How can I become a licensee of expats4china?

To expand beyond our current operations, we are constantly looking for motivated, market driven entrepreneurs to operate expats4china as our licensees. This way, we are currently operating freelance-market in Germany, Austria, Australia, the Czech Republic, Greater China and New Zealand.

Please go to www.freelance-market.com to find-out how you can become a licensee in your country or industry segment.

Questions for contractors

What benefits do expats enjoy with expats4china?

By registering with expats4china you are empowered to enter into a direct contract with the employer without the need of an expensive recruitment agent to broker the introduction. Our employers will come to you by requesting an introduction. The introduction fees are equal to twice the expat's rate and on average amount to approximately 1.0% of the total revenue generated by the expat. This is a significant saving when compared to the 10-40% fees charged by agencies. The average expat:

- Receives 6 introductions to new employer per year.
- Of those introductions, 37% lead to an assignment.
- 30% of all assignments leading to follow-up orders.
- The average project duration is 50 person days.

(Calculation based on our regular user survey. Data varies depending on specialisation, experience and reliability of the expat.)

How can I view, update, pause or delete my expats4china profile?

- Under www.expats4china.com/registration/ you can log in with your expat number and password. You will then be able to review your profile including all of your previous introductions and update your information data. If you forgot your password, you can request a new one there.
- Alternatively, you can send us an email to info@expats4china.com . We will then send you an email containing your profile data. After that you can send us an email containing your update requests.
- To see how your public expat profile appears, simply enter your expat number in the section named "Find an expat" (top left of the web page).
- If you wish to deactivate your expat profile, please send to us an email with the request for deactivation. We then will immediately remove your profile from our listing. N. B.: In many cases it might be better for you to pause your profile. If you decide to de-pause your profile after some time you can do so free of charge.

Please keep us informed of your availability, changed skills and changes of your contact information (important). If you are working and temporarily unavailable then simply "pause" your entry until you're ready to start looking for your next contract or assignment. The update, suspension or deactivation of your profile is free of charge.

What should I do, if I am temporarily unavailable?

It is expected that you will not be available from time to time. To ensure that you do not get billed unnecessarily and we don't disappoint our employer, it is important that you ask us to pause your profile. This is easily done by sending a brief email to info@expats4china.com. On receipt, we will 'pause' your profile until such time as you are ready to find your next contract.

How can I ensure I only get introductions which are relevant to my profile?

Under the heading 'Miscellaneous' in your profile you have the opportunity to make statements concerning the kind of projects that you would undertake. By using this facility, you can ensure that employers have a clear idea of your constraints and the areas of work you are interested in. Some examples of statements under 'Miscellaneous' might be: 'Only projects of at least 3 months duration', 'Up to 20 hours a week only' or 'Will only work in Shanghai or Beijing area'.

Can one expat be listed in several categories?

It is recommended that the expat registers according to their main skill. That is if you are a J2EE developer then register as such. If however you also want to register as a database administrator, then we recommend that you register a second time. The expat can register several times, if completely different services are offered (e.g. programming and graphic design).

Why must all expats profiles be completed with hourly rates?

The expat is required to clearly state the fixed hourly rate they expect for their services. This approach ensures automatic acceptance of the rate by the employer removing the necessity for time consuming price negotiations. The transparent nature of expats4china ensures competitive pricing whilst providing the employer with an easy mechanism of comparing expat rates.

The hourly rate is therefore binding, i.e. expats are committed towards their employer by this hourly rate. The hourly rate is specified as a net amount (excluding VAT) and without travel costs / expenses.

If an expat has different hourly rates for different tasks, the highest hourly rate that must be specified in the profile. Situations where a lower hourly rate is charged can be described in the profile in the 'miscellaneous'-section. E. g.: 20% lower hourly rate for projects over 100 hours.

Other payment models that an employer could choose from can also be described in 'miscellaneous'-section. E. g.: Alternatively, the payment can be based on a 10% sales commission.

Should I put my picture on my profile?

It's your choice whether you submit a picture for display on your profile. It is our view that a picture improves your chances of an introduction as the employer has a better first impression of you.

When you register as an expat you will be asked if you wish to upload your picture. Expats who are already registered can send us their picture by email and we will update their profile on their behalf.

How does the free-of-charge Internet page for expats work?

www.expats4china.com/website/john-example shows an example of a free-of-charge Internet page, which expats4china can create additionally to your expat profile. As this page does not contain obvious hints towards expats4china, so you can use it for your own marketing purposes (if you do not have your own Internet site).

P. S.: Please let us know if you do not want your own Internet page and we will switch it off immediately.

Which expats receive most introductions?

An average expat receives 6 introductions per year. Expats who take the time to ensure a clear and accurate profile and who have priced themselves aggressively in the market however, can receive an introduction a week.

What can expats do to improve their introduction rate?

The average expats4china expat receives approximately six introductions per year. The introduction frequency depends on various factors such as qualification, expressiveness and clarity of the profile, hourly rate and the services offered. While some expats are introduced once a week, there are others

who are requested less than once a year.

To get the right number of relevant introductions for you, we have the following 7 tips:

1st Improve the distinctiveness of your expat profile. Please look closely at your profile and compare it with the profiles of other expats in your area:

- Emphasise your specific skills and experiences.
- Distinguish yourself from the offerings of other expats.
- Don't use acronyms and terminology that is only understood by experts - many employers are from outside the industry.
- State your capabilities in a clear and neutral way, avoid phrases that are unclear and sound like selling propositions.

2nd Be more specific if you want to receive fewer introductions. Present your skills more broadly to be introduced more often.

3rd Limit your profile in order to receive more relevant introductions. For example, "Miscellaneous: Only projects that exceed 20 hours". Expand your profile (for example, your work locations) to be introduced more often.

4th If you have several different skills, you can register with a second profile in expats4china, for example, as translator and as financial expert.

5th Increase or reduce your hourly rate. A reduction of 20% typically results in twice as many requests.

6th If you are currently not available for work, it is important that you temporarily 'pause' your profile.

7th You can write an article for the monthly expats4china newsletter to promote your special service.

All profile changes are of course free of charge. Just send an email to info@expats4china.com.

Are all employer introductions genuine?

Despite our best efforts to filter our employers' requests, we cannot always prevent unprofessional employers from using expats4china. Should you experience an introduction to an unprofessional employer, we ask you to inform us. According to our latest survey, 87% of our expats were satisfied with the introductions they received. Only through your feedback are we able to monitor the calibre of our requesting employers.

How does expats4china find jobs for the registered expats?

Expats4china.com puts a large amount of effort into finding potential employers for our expats. By the following measures, we manage to attract several thousand interested visitors a day to our Internet marketplace:

- Cooperation agreements with industry associations and professional organisations.
- PR towards the business press and trade journals.
- Communication in Internet portals and web communities, such as Facebook and Wikipedia.
- Direct communication with decision makers in HR and procurement departments.
- Advertising in print media and on the Internet, such as Chamber of Commerce Magazine, Google

and Yahoo.

- Listings in Internet search engines (many top positions in Google).
- Monthly expats4china-Newsletter (over ten thousand subscribers).
- Links from several thousand other portals and web pages.
- Presence at trade fairs and conferences.
- Care and support for our customers (a large portion of our new customers come from personal recommendations).

Why does expats4china charge expats a flat-rate introduction fee instead of sales commissions?

A flat-rate introduction fee is far cheaper for the expat. The fee charged by expats4china represents only 1.0% of the total income generated from the introduction. This is much less than the 10-40% ongoing sales commission charged by the agent for the entire duration of the project (including extensions).

The flat-rate fee per introduction approach has some clear advantages:

- There is no need for ongoing reporting in order to calculate this month's invoice.
- The expat's sales expenses in finding the next contract remain low. According to our user surveys, 37% of all introductions lead to an assignment (i.e. on average, an investment of approximately 5 hourly rates is required per new customer).
- The relationship with the employer is yours to develop with no further charges for any subsequent assignments resulting from the relationship (new regular customer).
- Accurate & realistic expat profiles. As the expat pays the introduction fee, they are motivated to ensure that the information provided in the profile is accurate and realistic. Profiles that are overstated or inaccurate would result in the expat paying unnecessary introduction fees.

Why do expats have to pay for introductions that do not result in work?

The fee charged by expats4china is for the provision of a qualified introduction to an employer who is looking for an expat with your skills. It is up to you, the expat, to make the most of that introduction. The most successful expats have been able to clearly articulate what they do best in their profile and have offered their services at a competitive and realistic rate.

Historic analysis has found that, on average, 37% of all the introductions result in active assignments. This approach offers the expat a much higher level of success than other acquisition approaches such as going through agencies, direct tenders or self-acquisition. Nevertheless, 63% of all introductions do not result in an assignment. Our research however indicates, on average, an expat requires 2.7 introductions to secure a new assignment. This means, on average, expats will pay fees equal to 5 times their hourly rates in order to secure their next assignment.

The introduction of professional expats to employers has proven to be a very efficient approach which:

- Offers professional expats an effective marketing medium that directly helps the expat find work.
- The employer and expat form a direct relationship and therefore do not have to constantly keep us

informed.

- There is no incentive to be dishonest or to conceal projects.
- The expat with a clear and realistic profile, as well as a competitive hourly rate, is rewarded as they have a higher conversion rate from introduction to assignment. As a consequence, they proportionately pay over overall fees per assignment.
- The introduction fee is only twice the hourly rate, which on average, is equal to only 1 % of the total revenue generated from the assignment. This is far more cost effective than comparable commission based fee schemes.

What is happening if I am introduced to an employer that has no intention to proceed?

expats4china makes a serious effort to ensure all introductions are to genuine employers only and review each request for legitimacy and relevance. We also limit our introductions to no more than one expat per project thereby ensuring that the employer selects the most appropriate candidates for the task. If however, you are introduced to an employer without a real project need then you will not be required to pay the introduction fee.

A non-genuine request might consist of one of the following situations:

- a) Despite several attempts the employer could not be reached.
- b) The employer requested an introduction even though there was no real need or intent to appoint an expat at that time. For example this would be the case if the employer never had a real budget for the project.
- c) The employer is not an "end customer" but a project broker.
- d) The requirements of the employer differ significantly from your expats4china profile.

If one of those circumstances exists, you must inform us within 14 days. The introduction fee will then be cancelled, and we might bar the employer from further activity via expats4china.

Must freelancers also pay for follow-up projects?

There are no sales commissions. Besides the unique introduction fee of twice the hourly rates there will be no additional costs.

You do not need to report your revenues and repeat business. Not even in case of project extensions, follow-up projects, long-term projects or moving into permanent employment.