

EOR Provider Evaluation Checklist

Score up to three finalists 1–5 per row (5 = strong). Multiply by weight for weighted totals. Pair with eorhq.com/guides/how-to-choose-eor/ and eorhq.com/compare/eor/

TARGET COUNTRY

PROVIDER A

Weighted total / 285

PROVIDER B

Weighted total / 285

PROVIDER C

Weighted total / 285

Ask each question in sales calls. Record scores in the right columns. A red-flag answer caps that row at 2 regardless of polish elsewhere.

#	CRITERION	QUESTION TO ASK	GOOD ANSWER	RED FLAG	A 1–5	B 1–5	C 1–5
1	Entity ownership <i>Weight 5</i>	Do you use your own legal entity or a local partner in [country]?	Named owned entity with registration number we can verify	Partner-only with no escalation path			
2	Pricing transparency <i>Weight 5</i>	What is the all-in monthly cost including FX and admin fees?	Written quote with FX % and fee line items	Headline fee only; won't itemize			
3	FX markup <i>Weight 4</i>	What FX spread do you charge on salary conversion?	0.5–1% above mid-market in writing	2%+ or refuses to disclose			
4	Security deposit <i>Weight 4</i>	What deposit do you require and when is it returned?	1 month gross; returned 30–60 days post offboarding	2+ months or vague return terms			
5	Onboarding timeline <i>Weight 4</i>	Average days to onboard in [country] for our role type?	Documented SLA with references in same country	24-hour marketing claim with no proof			

#	CRITERION	QUESTION TO ASK	GOOD ANSWER	RED FLAG	A 1-5	B 1-5	C 1-5
6	Termination process Weight 5	Walk through involuntary termination in [country].	Step-by-step with severance estimate and timeline	"We handle it when it happens"			
7	Indemnification Weight 4	What does your indemnification clause cover?	Provider liable for payroll/tax errors they cause	Capped at fees paid only			
8	Support model Weight 3	Who is our contact at 25 headcount?	Named CSM or dedicated queue with SLA	Shared inbox only			
9	Payroll accuracy Weight 4	How do you validate statutory contributions before each run?	Dual-review or automated validation with audit trail	Manual spreadsheets			
10	Benefits administration Weight 3	Are supplemental benefits at cost or marked up?	Pass-through with disclosed admin fee	10-20% markup bundled in one line			
11	Contract flexibility Weight 3	Can we amend contract terms for senior hires?	Yes with legal review timeline	Global template only			
12	IP assignment Weight 4	Does IP flow employee → EOR → us cleanly?	Documented chain in MSA and employment contract	Gaps or country-specific exclusions			
13	Offboarding fees Weight 3	Is termination processing included in monthly fee?	Included or fixed fee disclosed upfront	Surprise \$500-\$2,000 invoice			
14	Volume discounts Weight 3	What pricing at 10 and 25 employees?	Tiered schedule in writing	List price only			
15	Reference customers Weight 3	Can we speak to a customer hiring in [country]?	2+ references in same country within 2 weeks	No references available			