



PRESS RELEASE

PayFit launches first personalised AI agent to answer workers' queries on their contract, pay and leave

- PayFit is evolving its AI agent, PayFit Copilot toward a fully contextual mode and opening it to employees for the first time thus becoming a pioneer in contextual HR AI.
- PayFit Copilot gives 220,000 employees access to a personal AI agent, in which they can obtain answers to their contract, payslips, leave balance and more.
- Developed in-house, the contextual HR AI provides answers based on an expert knowledge base, including more than 1,000 help centre articles written and updated by over 200 payroll specialists

London, Wednesday 21st January 2026: As more workers across the UK fall into the trap of using generic AI to answer work-related queries, PayFit has announced that its personalised HR AI agent, PayFit Copilot, is now available to all employees using its platform.

PayFit Copilot is a contextual agent, unlike public AI or typical chatbots, and is directly integrated into the company's payroll and HR management environment. It formulates answers taking into account the employee's context including type of contract, regulatory updates, seniority, leave balance, payslip, or applicable agreements.

The agent provides detailed, tailored, and immediately actionable answers for the employee while sensitive situations or those requiring human intervention remain directed to HR teams.

Recent research reveals that workers are gradually giving way to instant searches, often conducted outside the company framework, with poorly contextualised and approximative answers. According to PayFit data, 16% of workers in the UK - rising to 22% for 18-34 year-olds - are already using AI for specific searches related to their payslip.

However, understanding payslips, checking leave entitlements, or understanding deductions are often specific, complex, and personal. Turning to generic AI or online searches could produce inaccurate information, leaving employees ill-informed when budgeting or planning their finances. It also raises questions around confidentiality if they are sharing personal financial information outside of approved HR systems.

"AI only creates value when it understands the real context of the people using it. With PayFit Copilot now accessible to employees, our teams have designed a next-generation agent capable of going beyond generic answers found on the internet to provide employees with

precise, personalised, and reliable answers, directly linked to their situation and that of their company. It's an innovation built on our payroll and HR expertise, which saves HR teams precious time, brings clarity to employees, and fully respects data confidentiality." says Firmin Zocchetto, co-founder and CEO of PayFit

Until now, PayFit Copilot has been supporting HR teams and leaders in managing payroll and complex situations, by providing reliable answers derived from PayFit's expertise. Since its launch in 2024, it has processed more than 500,000 conversations and has absorbed a continuous increase in internal requests, reported by 77% of teams, while securing processes and reducing reliance on support. The majority (82%) of users report accomplishing their HR and payroll tasks more efficiently, while 81% trust the answers provided by the AI agent.

These results confirm PayFit Copilot's ability to handle concrete and sometimes complex situations, while providing immediately actionable answers to employees.

At the same time, pressure on HR teams continues to grow. A large proportion of teams estimate they now spend up to 40% of their time repeating or reformatting information already shared, for lack of tools allowing autonomous and reliable access to information.

Designed as a complement, not a substitute, to HR teams, PayFit Copilot helps reduce operational pressure related to repetitive or technical questions, while maintaining a high level of precision and compliance. Teams can focus on human support, sensitive situations, and strategic issues, while employees and managers gain autonomy on their daily questions.

Firmin adds: *"This is why we are evolving PayFit Copilot into a truly contextual HR AI agent that is accessible to all. Now, PayFit Copilot adapts to the precise situation of each user, whether a HR professional, a business leader, or an employee. The agent takes into account their role, their company, and their authorised data, so the answers it gives back are not only personalised but they can be trusted too. Our clients can still rely on our customer support for more complex cases or strategic issues."*

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Editor's Notes

Images and videos available to download here:

https://drive.google.com/drive/folders/1pR1sciYTr5yjg_9N_-BdmbV6YE_ysPf4?usp=sharing

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Editor's notes:

PayFit Copilot has been designed with a high level of security and compliance requirements. Data is hosted in Europe, and PayFit is ISO 27001 certified. Employee conversations are strictly confidential: neither the employer, nor HR, nor managers have access to them. Exchanges are not linked to external AI models, and each user only accesses data they are authorised to access in PayFit.

About PayFit

Launched in April 2016 by Firmin Zocchetto, Ghislain de Fontenay and Florian Fournier, PayFit revolutionises and simplifies payroll and HR processes for growing businesses. Fast, intuitive and automated, PayFit offers all the tools you need to manage and pay your people seamlessly.

PayFit is present in the United Kingdom, France, and Spain and currently supports over 20,000+ companies in managing their payroll and HR function.