

Viamed Ltd
Ghyll House
17 Station Road
Cross Hills
BD20 7EH

33327/00101

Supply address:
Ghyll House 17 Station Road
Cross Hills Keighley
BD20 7EH

18th January 2023

Customer reference number: 9103289101

Dear Customer,

In line with our vision to make a positive difference to our customers, we're implementing a new billing system. This means that, from early 2023, you'll be able to manage your account online at any time with access to our online customer portal, My Business Stream.

What's changing?

As part of the transition to our new billing system, there will also be changes in the way you contact us, as well as a change to our bank account details.

How to contact us: Telephone and PO Box

From 30 January 2023, our contact details will change. If you have a query or would like to speak to one of our friendly advisers over the phone after this date, the telephone number to reach us on is **0330 123 2000**. Our opening hours will remain the same; Monday to Friday, 9.00am to 5.00pm.

We'll also be closing our current PO Box address - PO Box (1255), Bradford, BD1 9AE - and from 30 January 2023 we'd like to request that you update your records to **Business Stream, PO Box (17381), Edinburgh, EH12 1GT**. Please note that we won't receive or be able to process any correspondence and/or payments sent to the Bradford PO Box address, after this date.

A change to our bank account details

If you currently pay for your services by BACS, internet banking, Direct Debit, PayPoint or by cheque, please note that from 30 January 2023, our bank account details will change. After this date, please delete the bank details that you currently hold for us and make your next payment, along with any future payments, using the bank account details noted on the next page.

Naturally different.

7 Lochside View, Edinburgh, EH12 9DH | business-stream.co.uk

VAT registration number 945 8508 85. Scottish Water Business Stream Limited trading as Business Stream. Registered in Scotland. Company no. SC294924. Registered office address and principal place of business: 7 Lochside View, Edinburgh, EH12 9DH.

Bank account name: Business Stream Revenue Account

Account number: 03029919

Sort code: 30-00-02

If you'd like to check the validity of this request, you will find confirmation of these bank details by visiting business-stream.co.uk/ways-to-pay.

We're here to help

In the meantime, if you'd like to speak with one of our friendly advisers over the phone, simply call us on **0345 124 2420** from Monday to Friday, 9:00am to 5:00pm, and we'll be happy to help.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Martin Kirby', with a stylized flourish at the end.

Martin Kirby
Head of Credit Management



Viamed Ltd
15 Station Road
Cross Hills
Keighley
BD20 7EH

33327/00101

Supply address:
15 Station Road
Cross Hills Keighley
BD20 7EH

18th January 2023

Customer reference number: 9103288201

Dear Customer,

In line with our vision to make a positive difference to our customers, we're implementing a new billing system. This means that, from early 2023, you'll be able to manage your account online at any time with access to our online customer portal, My Business Stream.

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121520/035508/1/1



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Martin Kirby
Head of Credit Management