

Viamed Ltd  
15 Station Road  
Cross Hills  
Keighley  
BD20 7EH



1/002531

2nd February, 2022

**Customer reference number:** 91032882

Dear Customer,

## An update about your next Direct Debit payment

We recently wrote to you to let you know about our plans to move all of our customer accounts on to our new billing system at the beginning of February and to make you aware of a potential delay in your Direct Debit payment being taken for that month.

We've delayed the transition of our customer accounts across to our new billing system and can confirm that this will now take place in early March.

### What you need to know

This means if your next Direct Debit payment is scheduled for the end of February or the beginning of March, you may experience a delay in your payment being taken. If the delay is more than five working days, we'll write to you to let you know.

### A reminder of what's changing

As part of our vision to make a positive difference to our customers, we've invested in a new billing system. This means we'll soon be introducing a range of additional service benefits including new, improved and easier to understand bills, coming in March, and access to manage your account online 24/7 with My Business Stream, coming later in 2022.

To find out everything you need to know, visit [business-stream.co.uk/yorkshire](https://business-stream.co.uk/yorkshire). You can also sign up to our mailing list and keep up-to-date with our ongoing service improvements. To sign up, go to [business-stream.co.uk/yorkshire/sign-up](https://business-stream.co.uk/yorkshire/sign-up).

**Naturally different.**

7 Lochside View, Edinburgh, EH12 9DH | [business-stream.co.uk](https://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.

## Frequently asked questions

If you'd like to find out more, visit [business-stream.co.uk/yorkshire/new-services](https://business-stream.co.uk/yorkshire/new-services) where you can view our helpful FAQs.

## We're here to help

If you have a query, you can find help online at [business-stream.co.uk/yorkshire/my-account](https://business-stream.co.uk/yorkshire/my-account). Or, if you'd prefer to speak to 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 faithfully,



Martin Kirby  
Head of Credit Management

## Direct Debit Guarantee



- This guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date, or frequency of your Direct Debit, Business Stream will notify you ten working days in advance of your account being debited or as otherwise agreed. If you request Business Stream to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit, by Business Stream or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society.
  - a. If you receive a refund you are not entitled to, you must pay it back when requested to do so.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society, but please notify us too. Written confirmation may be required.