

THIS IS A COPY OF THE LETTER SENT VIA POST

February 2019

IMPORTANT INFORMATION: Billing Platform Upgrade

Dear customer,

We are writing to inform you that as part of our commitment to continuously improving our customer experience, Daisy is in the process of upgrading its Corporate Services billing platform to its proprietary Group platform.

The transition is already underway and you will receive your first invoice from the Group platform at the beginning of March 2019.

Online portal access

The online Synapse portal you currently use will be replaced by MyAccount, Daisy's secure account management system. MyAccount will continue to offer features to support you in managing your Daisy account.

MyAccount is an established, robust platform used by thousands of Daisy customers and it is extremely easy to use, below are some of the features that will be available to you:

- Analyse costs
- Run call analysis reports
- Set up usage alerts and bar calls
- Download invoices and reports
- View statements
- Manage your mobile connections including barring, activating and swapping SIMs
- Order mobile hardware

Please note if you are a Synapse2 user, you should continue to log and track faults and service requests on Synapse2 and they will reach the same customer service teams.

What happens next?

- You will be sent a MyAccount login week commencing 18th February 2019. You can familiarise yourself with the portal ahead of the switchover on 1st March 2019
- We have set up a web page where you can find out more – our useful FAQs should answer any questions you may have. We also have a number of “how to use” videos and guides for the new platform www.daisygroup.com/myaccount-platform/
- Your account manager / service delivery manager is on standby to answer any of your questions. Alternatively, you can call the service desk at any time on 0330 024 3333 with any queries.

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Paying your Daisy bill

If you currently pay your invoices by Direct Debit, this will continue as normal but you will see your new account number from the top of this letter as the reference against the payment moving forward. You will at all times be fully protected by the Direct Debit Guarantee. If you currently pay your invoices by cheque/BACS, you should continue to do so in the same way.

International Freephone Numbers (ITFS)

The element of your contract with Daisy Corporate Services relating to ITFS numbers will be assigned to Daisy Worldwide Limited on 1st March 2019. As such, your ITFS numbers will be provided by Daisy Worldwide Limited from that date. These services from Daisy Worldwide Limited will continue to be billed by Daisy Corporate Services, however you will receive a separate invoice for them.

Finally, I am pleased to confirm that your account will be supported by the same customer service and account management team as it is currently.

Yours faithfully,



Gareth Tunnicliffe
Customer Services Director
Daisy Corporate Services

The 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 Daisy Corporate Services Trading Limited will notify you 4 working days in advance of your account being debited or as otherwise agreed. If you request Daisy Corporate Services Trading Limited 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 Daisy Corporate Services Trading Limited 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
 - If you receive a refund you are not entitled to, you must pay it back when Daisy Corporate Services Trading Limited asks you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

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