

Fees

Standard Management Fees

BAND	NO. OF ITEMS	WEEKLY CHARGE	MONTHLY CHARGE
A	1	£1.20	£4.25
B	2	£2.40	£8.50
C	3	£3.60	£13.00
D	4+	£4.80	£17.50

Amendments to budget	NO CHARGE
Dishonoured cheques	£20.00 each
Refused Direct Debits (to Moneyway)	£8.00 each
Subsequent budget account arrangements	10-15% fee dependent on term
Statement of account on request	NO CHARGE
Special arrangements (Non Budgeted Bills)	10-15% fee dependent on term

If you would like more information on additional products please call us on 0121 693 9102.

Customer Complaints

If you have any complaints about your account or the service you have received, please write to:
The Chief Executive Officer, Paul Lynam, One Arleston Way, Shirley, Solihull, West Midlands, B90 4LH

If we are unable to resolve your complaint within 8 weeks or have provided you with a final response which you are unhappy with, you can refer the matter to The Financial Ombudsman Service, Exchange Tower, London E14 9SR, or by emailing them at: complaint.info@financial-ombudsman.org.uk