



Castle School

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Principal: Mrs S Wild

1 May 2019

Dear Parent,

We sent a letter to you recently regarding SIMS pay and payments online.

We are contacting you to let you know that, as of 1st May 2019, there will be a change to how debit and credit card payments you make to us will appear on our payment pages and on your bank statements.

Why is a change needed?

Some of the payment services which we currently contract to Capita Business Services need to transfer to Pay360 Limited (also a Capita subsidiary) to ensure continued compliance with the Financial Conduct Authority (FCA) regulations. The regulations are industry-wide and this isn't specific to Capita-run payment services.

What is changing?

From 1st May 2019 you will notice the following differences:

- You will see Pay360 branding and company details on our payment pages
- The billing descriptor on your bank statement will change from "CAPITACastle" to "Pay360Castle"

Anything else to be aware of?

In line with the upcoming regulatory changes, we have a legal obligation to perform customer due-diligence, also known as 'Know Your Customer' (KYC) checks. We will be sending you more information on what this means for you throughout May.

If you have still not signed up for online payments and require another code to proceed with this, please do not hesitate to contact Sam Scott in the School Office.

Yours sincerely

Sara Wild

Principal – Castle School



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