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Dear parents and carers,

We have been informed by SIMS Pay that there are some upcoming changes to the way payment services will be provided through your SIMS Pay portal.

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 "CAPITA*schoolname" to "Pay360*schoolname"

Anything else to be aware of?

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

Kind regards

Mrs Leccacorvi

School Admin Officer