

1-49696054

09 APR 2008

Ref B.T Administration
charges for cheque payment

3rd April 2008

I have been a B.T. customer at this address since 1983 (& other addresses since 1959) & have always paid my A/c on time at my local P.O. which deserves support.

I have no objection to charges per se if they reflect actual costs but I suspect that the new charges cross subsidise bad debts / late payers & the cost of chasing outstanding debts.

Barclays are quoted as saying that they charge corporate customers such as B.T. 75p/cash + 25p/cheque so how does B.T. justify £4.50?

As well as a customer I am a small shareholder in B.T. & it is in my interest that they are profitable. But I object to paying unreasonable charges which B.T. wrongly state is the extra cost of payment by cheque.

Yours faithfully