

23 March 2008

Dear Sir

Ref: Okeo's consultation about extra charges.

Thank you for your letter of 11 March. Please could I contribute the following to your consultation about extra charges for payments other than direct debit.

1. People have been paying bills, utility and others, for many years without having to pay extra for the privilege of actually settling their accounts!
2. This settling of bills is a normal cost which should be absorbed by the business. Direct debit customers are a ^{bonus!} ~~bonus!~~
3. There are ways of separately dealing with late payers or those who default on their bills.

4. I pay in cash at Barclays (BT's bank) into their BT account. How can this cost BT £4.50? BT have written to me 3 times and have NEVER answered this question.

5. BT say that this is not a 'penalty' for those who do not use direct debit. It certainly looks like a penalty to me.

I hope this is helpful.

Yours faithfully

P.S. I am happy for my points to be noted on your website. However I do not want my name and address to be given.