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Additional Charges - Consultation

We support the proposals in your consultation paper, but do not believe they go far enough. We also regret that charges for payment by cash or cheque have not been dealt with separately from late payment and other charges. You admit that 'A lot of the complaints have been about non-direct debit charges. We've had a lot of letters from MPs about this, and there have been a number of newspaper articles'.

We believe that payment by cash or cheque are regular and normal ways of paying bills and invoices. It follows that there should be no extra charge for payment in this way. If companies wish to encourage payment by direct debit, they should offer discounts for payment made in this way, but to charge for payment by cash or cheque is outrageous and totally wrong.

Yours sincerely

Alec and Ivy Strachan

Dr Alec and Mrs Ivy Strachan