



#maketheshift

Dear Customer,

Following an extensive review of increased, logistics, dispatch, and printing costs, that we as a business have absorbed since October'2020, we have now been compelled to increase prices for sending out invoices via post. This increase in price is in line with industry standards and we have been able to derive this conclusion after careful analysis, over a vast number of months.

**If you receive your itemized invoices via post, a paper bill fees of £4.99 would be levied, for print, dispatch, and itemization.**

**When do the changes come into effect?**

The price changes will come into effect from the **1<sup>st</sup> of July 2021.**

**Why has there been this increase?**

Increased fees are to account for increase costs owing to print, dispatch, itemization, and delivery of monthly statements via post.

**How can I avoid this increase?**

Should you opt to receive your monthly statements via e-mail, you would be able to zero down on paying any costs at all for receiving invoices. E-bills are itemized and delivered via e-mail to your designated email account. Please call our customers services to change your preferred bill delivery method.

**All other prices for services we supply excluding the above will remain unchanged.**

Please use the below options to contact us, should you need to discuss this with us, speak to your account manager or drop us a line so we could attend to your query soonest.

Billing Enquiries : - [billing@v4consumer.co.uk](mailto:billing@v4consumer.co.uk)

Account Management Desk : - [am@v4consumer.co.uk](mailto:am@v4consumer.co.uk)

Live Chat via web : - [www.v4consumer.co.uk](http://www.v4consumer.co.uk)

Best Regards,  
Director- Operations  
Aakash Kapoor

**ABI Business Services Ltd trading as V4 Consumer**

|Registration Number 2299587 | Company Registered in England | Company Number 8865269 |VAT Number 182508112|

|Cash's Business Centre | 228 Widdrington Road | Coventry | CV1 4PB | Customer Success 0800 038 5495

|Email [support@v4consumer.co.uk](mailto:support@v4consumer.co.uk) | Web <https://v4consumer.co.uk> |