

MULLAGLASS PRIMARY SCHOOL



**8 Goragh Road
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Wednesday 9th June 2021

Dear Parent

A number of parents have contacted the school to raise an issue over payments on Eduspot SchoolMoney over the weekend. From speaking to the technical team from Eduspot, an error occurred over the weekend which may have caused overpayments.

The problem has now been fixed by SchoolMoney and the issue should not happen again.

For parents to reclaim money, please follow the steps below;

- 1) Call 0207 237 8456
- 2) Press 1 for Customer Support and then follow the instructions to SchoolMoney

When through to the Support Team – they will ask the following questions to help investigate;

- Date the payment was made and rough time
- Did you use the App or Website?
- Did you use a mobile phone or laptop?
- Was there an error message?
- Last 4 digits of card and name on card that was used for payment
- Child's name

This information will enable SchoolMoney to refund money to your account. If you have any problems with this, please feel free to contact myself at school.

Yours faithfully

Mr P Greenaway
Principal