

Frequently Asked Questions

1. Do I need to make any further payments?

No, you are not required to make any further payments. Please do not attempt to do so.

2. Has my loan been written off in full?

Your loan has not yet been formally written off, but we have ceased collecting money from customers and you are not required to make any further payments.

3. What about arrears?

You are not required to make any further payments to clear any arrears on your account. Arrears payments are also no longer being collected.

4. Can I keep my item?

Yes. Please do not try to return any items to us.

5. Do I still have cover under EPS/All Sorted?

No. Unfortunately, we are no longer able to administer these policies for you. They have been cancelled with immediate effect and no further payments will be taken from you.

6. Do I need to do anything if I pay by Standing Order?

Yes, please contact your bank to cancel your standing order immediately. Any payments received after June 4th will be returned to you using the bank details that we received the standing order payment from.

7. Can I still have my meter removed?

Unfortunately, we are no longer able to provide this service. However, all meters have been deactivated and you should not experience any issues in using your TV because of the meter remaining. If you wish to have your meter removed, several third-party companies provide this service, but this would incur a cost and we are unable to pay for this for you.

8. Do I need to take any action?

No, you do not need to take any action

9. Will this affect my credit score?

Your credit score will not be adversely affected by our decision to stop collections activity.

10. Am I entitled to any refunds?

If you are entitled to any refunds (for example, if you overpaid in relation to your agreement), we will write to you separately about this. Please contact us if you believe you are due a refund and you do not hear from us in the next few weeks. If you believe you are due a refund and you do not hear from us, please be prepared to provide evidence in support of your claim.

11. Can I still contact you for servicing and repairs?

Unfortunately, we are no longer able to arrange for servicing and repairs. All EPS and All Sorted agreements have been terminated and no further payments will be taken.

12. My item is already with you for repair. What happens next?

If your item is already with the business for repair, it will be repaired and returned as soon as possible.

13. My item is Faulty. Will you still repair/replace it?

Unfortunately, as we have ceased operations from 4th June 2019, we are unable to repair or replace any items. We also cannot provide loan items.

14. My item is faulty but it is still within its guarantee period. Will you contact the manufacturer on my behalf to arrange for it to be repaired/replaced for me?

Unfortunately, as we have ceased operations from 4th June 2019, we are no longer able to contact the manufacturer on your behalf. Please contact the manufacturer directly.

15. Can I still contact you if I have any questions in relation to my agreement?

Yes, you can still contact us if you have any questions not covered by this information sheet. However, our telephone lines may be busy so please be patient if you can't get through to us straight away. Please note that as Buy as You View's operations cease; the Joint Administrators and their staff will have limited information.

16. I'm worried this is a scam. How can I confirm that this correspondence is genuine?

This correspondence is genuine. However, should you wish to verify the information, please visit the following official EY website, or the website of the Financial Conduct Authority, which contains a copy of these FAQs: www.ey.com/uk/dunravenadministration