



Information for consumers affected by Farepak

STEP 1. Stop any payment

Stop any direct debits or recurring payments from credit cards etc. Don't pay anything else to agents. If agents have any customers' money still they should return it and make a note in customers' books that this has been returned. Important that agents don't get the blame here – many of them hit by double whammy of being an agent and a saver.

STEP 2. Make a claim

Customers/agents can make a claim to the joint administrators, BDO Stoy Hayward, in any of four ways:

- **Telephone:** **0870 066 9826**
- **Post:** Farepak Food & Gifts Limited - In Administration, Kings Wharf, 20-30 Kings Road, Reading, Berkshire, RG1 3EX
- **Fax:** 01793 606057
- **Online Claims forms:** <http://www.farepack.co.uk/agent-form.asp>

When making a claim, do not send original documentation, send a photocopy.

STEP 3. Did you pay for any of it on a credit card?

If your hamper/vouchers cost over £100 and you paid all or even part of this on a credit card then your credit card company is equally liable under the law with Farepak, and you should get your money back.

Where to go for more advice?

If you still have questions or concerns that haven't been answered elsewhere you can contact the Trading Standards advice line Consumerline on **0845 600 6262**.

If you have money or debt worries, contact **Advice NI 028 9064 5919**, **Citizens Advice 028 9050 3000** or Consumer Credit Counselling Service **0845 404 0506**.