

Bush Primary School & Nursery Unit
31 Mullaghteige Road,
Bush,
Dungannon,
Co Tyrone.
BT71 6QU



21st June 2021,
Dear Parent,

School Money

I became aware last week that three families had their school money payment debited twice from their bank account. This does not show as an additional credit to ourselves, so it is important that anyone who has made a payment, checks their account to ensure there has not been an overcharge. I have emailed school money to ask how parents who have been overcharged go about seeking a refund and to ask how this has occurred. I have copied both responses below for your information.

Thank you for your email.

No problem at all, if the parent has been charged twice for a payment then we will need the following information to allow our technical team to investigate this for you.

1. Last 4 digits of the long card number
2. The name as it appears on the card
3. Screenshot to show the money coming out of the account twice
4. Students name

Parents please forward this information to

support@schoolmoney.co.uk

Thank you for your email.

I do apologise about this, over the weekend our technical team did find an issue with regards to making payments which may have resulted in parents being charged twice or being charged and the payment not showing in the system.

They have now identified the issue and put a fix in place to stop this happening again. I do apologise for any inconvenience caused and we are currently working on refunding these parents as quick as possible when we receive their details.

Regards Pauline McAlister

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