

[REDACTED]

From: Bruce Wheatley [REDACTED]
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When my previous contract with [REDACTED] expired I was offered a pay on time discount of 15% when it had previously been 18%. When I questioned whether this was the best offer I was told yes. After deciding to switch retailers when I was offered a pay on time discount of 26% I was subsequently contacted by [REDACTED] with an offer of a 28% discount. When I asked why this offer wasn't made initially I was told that the 28% offer was being made by the retention section & wasn't offered through the normal sales channel. I declined the offer.

It seems the retailers treat the exercise as a game and receiving the best deal depends on how much time you are prepared to invest.

Regards
Bruce Wheatley



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