



1st Floor, 5 Chalfont Square, Old Foundary Road, Ipswich, Suffolk, IP4 2AJ  
01473 405945

## **Procedure for When Details Are Entered Incorrectly at Payment Stage**

Should you incorrectly enter the details of your fine on the payment screen prior to entering to payment, you will need to follow the details listed below in order to amend the problem. Please remember that there is a £20.00 admin fee that will be applied.

- Please send us your details of

Name:

Address

Email:

PCN Ref Number

Date Of Issue

- Please add a covering note as to what details were entered incorrectly so this can be checked against our records and amended accordingly.
- Send to either: 1st Floor, 6 Chalfont Square, Old Foundary Road, Ipswich, Suffolk, IP4 2AJ or email: [queries@ipswichparkingservices.com](mailto:queries@ipswichparkingservices.com)
- You will receive an acknowledgement note by email or post to confirm receipt of your amendment.
- Please allow 14 days for this process to be looked into and your query resolved. Ipswich Parking Services will then write to you with the outcome of the amendments.
- You will be invoiced for the admin fee which will need to be paid through the payment screen on the website.

To understand how we use your data, please check the website at [www.ipswichparkingservices.com/privacy-notice](http://www.ipswichparkingservices.com/privacy-notice)

**In the event that any outstanding amounts are not paid in full, your case will be handed over to a debt recovery company who will be tasked with the full collection of the outstanding amounts.**