Frequently Asked Questions

How to set up and check a payment plan.

You can set up payment plans and check on their progress by signing into your account on our website. This can be accessed via the Customer Portal here

If you require assistance with setting up a plan please call us on 0330 828 5850 and our contact centre staff will be happy to help you.

If you have already paid the outstanding amount in full.

If you believe that you have already paid the outstanding amount of this debt and that the account should be closed, please call us on 0330 828 5850 and our contact centre agents will be able to verify the payment and close your account.

I would like to dispute the debt.

To dispute a debt of which we have notified you, please call our contact centre on 0330 828 5850 where an agent will be able to assist and advise of what to do.

We will review all disputes made by debtors and seek instructions from our client. We will inform you of the decision and any next steps in due course. Once a decision is made we will not reconsider any disputes and will not discuss further. If you would like to further dispute the debt, you are able to do so by filing a defence with the Court once proceedings have been issued. Guidance on how to do this is available on HMCTS Website.

I need to change my contact details.

You are able to update your details by signing into our customer portal here.

If you require assistance, please call us on 0330 828 5850 and our contact centre agents will be happy to help.

I need to amend my payment plan or bank/payment details.

You are able to update your details by signing into our customer portal here

If you require assistance, please call us on 0330 828 5850 and our contact centre agents will be happy to help.

I have received notice of the debt but require evidence that I owe.

If you would like to speak to us about requesting the evidence on your behalf, please call us on 0330 828 5850 and our contact centre agents will be happy to assist.

If your debt is with any of the below listed companies, you may be able to find your evidence through their self-serve portal, linked.

Saba - Pay a Parking Ticket | Saba UK UKPC -

Pay Parking Charge - UKPC

All Parking Services UK - PayMyParkingCharge UKPS -

PCN Payment Gateway

PCM - Pay my PCN