

**WRITTEN QUESTION TO THE MINISTER FOR TREASURY AND RESOURCES
BY DEPUTY G.C.L. BAUDAINS OF ST. CLEMENT
ANSWER TO BE TABLED ON TUESDAY 5th MARCH 2013**

Question

Further to his statement during recent questions that Jersey Telecom's acceptance (or otherwise) of cheques 'was a matter for the Board', would the Minister, as the shareholder representative, ensure that the Board continues to accept cheques for the foreseeable future so as not to inconvenience elderly residents who would need to make journeys with cash to pay their telephone account?

Answer

JT has advised that for any elderly residents who are concerned about travelling with cash, JT is able to accept card payment over the phone.

JT also offer Internet Banking, Direct Debit and continuous credit or debit card payments to provide customers with more choice and flexibility.

JT's decision to withdraw cheques as a payment method comes following a considerable decline in their use. More than 90% of their customers choose other payment methods and as the administration of cheques is costly, JT believe by making these efficiencies they can pass on benefits to their customers.

JT have also recently partnered with Payzone, which allows bill payment and Top-Up facilities across Jersey. JT's decision to introduce Payzone bill payments was taken with elderly residents in mind. Customers will be able to pay by cash, card or cheque in person at local retailers throughout the island.

As part of on-going support JT are offering to help customers who pay by cheque to set up monthly Direct Debit and they will send out information with bills on how and where customers can pay. To help those groups who would be most affected by this change, JT are working closely with Age Concern to inform its members about the removal of cheques and the many alternative payment options available to them.