

St Michael's Hospice Lottery

DDPay Ltd provide Direct Debit Origination Services for St Michaels Hospice Lottery.

Due to a processing error at DDPay Ltd, the Direct Debit that was due to be taken on the 1st January 2023 was unfortunately requested to be collected twice.

This only affects Lottery subscriptions due to be collected on 1st January 2023, with ALL successful double payments being refunded directly back to supporters by Friday 6th January 2023.

Please accept our sincere apologies for this. We will be happy to cover any bank charges that are applicable resulting from this error. If you could send a copy of your bank statement or a screen shot of the charges to the email or postal address below, we will arrange reimbursement.

We would also like to stress that this is in no way the fault of St Michael's Hospice and would hope that this will not reflect badly on them and the support you give to the hospice by playing in the lottery.

Please accept our sincere apologies once more and please do not hesitate to contact us should you have any queries.

Sincere apologies,

DDPay Administration Team