

Dear Sir / Madam,

Firstly may I say that signing a contract with Vodafone is possibly one of the worst decisions I have made and one I will not be making again...

This sorry state of affairs started around the 18th November 2105 and goes as follows.

I was sent a letter by Ardent credit services informing me that I was 3 months in arrears to Vodafone. I checked my bank records and confirmed that indeed no monies had been taken from my account due to the fact that the Direct debit was no longer attached to my account. I also checked my Experian Credit file and found negative marks against my file.

I duly called Vodafone to find out what was going on and spoke to a very nice call handler in what I would presume to be India. She confirmed that Vodafone had cancelled my direct debit and was very apologetic and that it would be reinstated. I then paid what i owed and asked for the the contract to be cancelled and also for the negative marks against my credit file to be removed. I was told that all would be fine regarding the cancellation of the contract , the removal of the negative marks against my credit file and that I could “ leave it with her ”and someone would contact me. No one did !!

Thinking that would be the last of it I cancelled the as I thought redundant direct debit.

22nd February 2016 another letter from Ardent credit services arrived through my letter box informing me that I am 3 months in arrears again !! This time I know there have been no monies taken from my account as the direct debit had been cancelled.

I called Ardent credit services to explain that the contract had been cancelled and that no monies were owed.

I again called Vodafone to find out what was going on and then had to explain to the call handler that the contract had been cancelled some 3 months earlier. Yet again I was informed that all would be fine and to “ leave it with them “ and someone would contact me shortly. No one did again !!!

13th April 2016. 08.12AM Three weeks on from my call to Vodafone and still no contact so I called Vodafone. I again explained to the call handler that the contract had been cancelled but this time was told that he could see the error and the outstanding monies would be removed as owing from my account and that he would transfer me to the Credit file department to have the negative marks removed from my credit file. I was then connected to the Credit file department and greeted with an

automated message saying that the Department opening hours were 9.00AM to 6.00PM and to call between these hours.

4.45PM another call to Vodafone. Yet again I had to explain the situation to another call handler and then asked to be put through to the Credit file department. I was put on hold 30mins!!! 5.15PM I am put through to another call handler called Ewan to whom I had to explain it all again. This time Ewan went right through my file and informed me that 1. The monies were still outstanding and that I could not be put through to the Credit file department until they were paid in full as it would be an action of gross misconduct and a sackable offence !!! 2. No record of my contract cancellation existed !!! 3. The last time I contacted Vodafone was in November !!!

The reason I have put the times of the last three phone calls in this saga is that according to Ewan I have not contacted Vodafone since November, therefore how have I got the call times and duration logs on my phone ??? Also if there are missing records of my calling Vodafone since November then it follows that the cancellation request could also be missing.

If you access my file you will see that there has been zero usage of my contract since November when I requested the contract to be terminated.

During the time of this saga I have received no correspondence from Vodafone, no letters, no emails, no phone calls, nothing, only the letters from Ardent.

Trying to resolve this saga has also wasted a good 3 or more hours of my time just in phone calls!!! It has also damaged my credit rating through no fault of my own as the fault lies squarely with Vodafone as admitted by the call handler when my direct debit was cancelled.

Now that I have hopefully explained this to someone who has the authority to correct this catalogue of errors please could you close my account as I requested in November and have the negative marks removed from my credit files.

I await your response.

Yours sincerely

