



19th March 2025

Dear Parent/Carer,

Further to our previous communication, we would like to provide an update on withdrawals from sQuid.

We have been advised that parents trying to withdraw funds from sQuid, with an account balance below £10.01, are being denied, as per sQuid's terms and conditions. A £10 withdrawal fee is also being applied to those who have a balance over £10.

On 24th February, sQuid informed schools via email that they were ceasing payment services in the UK. In their email, they stated "refunds must be requested before 14th April. After that time charges as set out in the Terms and Conditions may apply". This implied that parents could withdraw funds of any amount without incurring charges until 14th April.

As Cox Green School does not hold or have access to these funds, and you accepted the sQuid Terms and Conditions when creating your sQuid account, this matter is solely between you and sQuidcard Limited. The school has no authority or ability to intervene. We have however, contacted sQuid regarding their change in stance and have urged them to inform parents how to withdraw funds without charges.

We strongly recommend that you make contact with sQuid customer service by emailing customerservice@squidcard.com regarding any pending balance withdrawal. When doing so, you may wish to reference the specific line from their 24th February communication to schools, as outlined above.

The terms and conditions that apply to sQuid account holders can be found on the sQuid website, <https://www.squidcard.com/customer-portal-terms-conditions>

As above, Cox Green School does not hold the funds in sQuid accounts and has no access to these funds. If sQuid does not allow withdrawal of your full balance before 14th April 2025, you may wish to review the sQuid Customer Complaints Procedure <https://www.squidcard.com/squid-customer-complaints-procedure>

We, along with other schools, have been let down by sQuid, who stated, "We will do all we can to facilitate the transfer of services to your new supplier", but then refused to transfer any funds to the new provider. This has increased the complexity of the transition which was forced on both our parents and the school. We will of course update you, should we receive a response from sQuid regarding withdrawals.

Yours sincerely,

Mr D Edwards
Headteacher