



# MAIDEN ERLEGH

## SCHOOL

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Dear Parent / Guardian

### RE: ParentPay Accounts

We are writing to inform you of a recent update regarding our cashless till system. Over the Easter holidays, we upgraded our system to a new cloud-based platform integrated with ParentPay.

Following this upgrade, we have identified a technical issue which has affected a small number of ParentPay accounts. In some cases, this has resulted in unexpected credits or irregular activity being displayed.

Please be assured that this is an isolated issue caused by an internal system error, and we are working closely with both system providers to investigate and resolve the matter as a priority.

Over the coming weeks, we will be reviewing all potentially affected accounts in detail. Should your account require any attention, we will contact you directly with further information or next steps. In the meantime, there is no action required on your part. However, if you do notice an unexpected credit on your account, we kindly ask that you do not spend it, as necessary adjustments will be made shortly.

We sincerely appreciate your patience and understanding while we carry out this work. Please rest assured that we are committed to ensuring all accounts are accurate and fully up to date as quickly as possible.

Thank you for your continued support.

Yours faithfully,

**Maiden Erleigh School**



Aim High



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