

8 December: Update for Allpay customers



Some customers may have experienced duplicate rent payments being taken from their bank accounts today. We can confirm that we have not received any duplicate payments, and that the issue may be with your own personal bank.

Allpay advises customers to contact their banks directly and if you have had more than one payment taken, you may be able to make an Indemnity Claim under the Direct Debit guarantee as this issue has not been caused by Accord or Allpay.