

Ensuring our suppliers and farmer customers are paid promptly during the Covid-19 crisis

March 2020

In accordance with last week's announcement from our parent company, Frontier Agriculture, we are switching to a digital-only payment system. This is to ensure that we comply with social distancing measures and that our customers and suppliers are still paid promptly.

In Frontier's [initial statement](#) about the current crisis, it stated that 'our aim throughout this will be to deliver a full service and support...'. As a division of Frontier, we are honouring this statement by ensuring that we continue to pay promptly both our farmer customers and suppliers.

As required by Government, the vast majority of our colleagues are now working from home – including our administration and payments teams. We are setting them up with the equipment and access they need to work as efficiently as possible from home.

One result of this is that we are unable to make payments by cheque. With immediate effect, all payments from Frontier and its subsidiaries will be made by BACS transfer i.e. paper free.

Many of our customers and suppliers are already paid in this way, meaning no action is required and we will pay you as normal.

If you are usually paid by cheque – [we need your bank details](#)

If you currently receive payments from us by cheque, you will need to provide your bank details so that we can continue to pay you promptly during this crisis. We are proactively contacting people who usually receive cheques from us as payments become due. You can help us with this process by printing off and completing the relevant BACS bank details form (see below). You can also provide the detail covered in the form in a simple email if you don't have access to a printer, or you can take a clear image of the printed form with a camera phone and email that to us. Please send the completed form or your details to: address@frontierag.co.uk.

Submitting invoices to Frontier and its subsidiaries

Please **email** all invoices for site supplies and services to accountspayable@frontierag.co.uk for payment. NB We are not accepting printed invoices through the post to our offices at the moment and payments may be delayed if you send a paper invoice.

One of the things we are proud of at BCW is our reputation for prompt payment and security. Please be assured that we are doing all we can to maintain that service during this challenging time and to make payments with the same level of efficiency. If you have any

queries regarding invoices or payments please don't hesitate to contact us via one of the email addresses above or your usual BCW contact.

BACS Forms for Frontier and its subsidiaries – print and return the relevant form:

- Frontier Agriculture: [click here](#)
- BCW: [click here](#)
- Kings: [click here](#)
- Nomix: [click here](#)
- SOYL: [click here](#)

Kind regards

Diana MacDuff

Group Finance Director, Frontier Agriculture