



Aubrey Hayward &lt;aubrey@quaestusfinancial.com&gt;

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**Re: FW: ANZ - RANSquawk Invoice & Credit Note**

1 message

**Aubrey Hayward** <aubrey.hayward@newsquawk.com>

Mon, Mar 22, 2021 at 12:18 PM

To: Jason Earl &lt;jaseearl@gmail.com&gt;

Cc: Mehul Patel &lt;mehul@newsquawk.com&gt;, aubrey@quaestusfinancial.com

**AV aware of ANZ withholding of refund and non payment of Reuters re 'poor' cashflow**

On Sat, 20 Mar 2021 at 12:11, Alec Baughan &lt;alec.baughan@newsquawk.com&gt; wrote:

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**From:** Adam Voce <adam@g-cv.com>**Sent:** 26 July 2019 08:11**To:** Alec Baughan <alec.baughan@ransquawk.com>**Cc:** Albie Turner <albie@versaaccountants.co.uk>; George Eaton-Busfield <george@g-cv.com>; I Dimitrov <ivaylo@g-cv.com>; RPA Williams <rpawilliams@g-cv.com>; billings@accounts.ransquawk.com; RAN Invoices <invoices@ransquawk.com>; Aubrey Hayward <aubrey.hayward@ransquawk.com>**Subject:** Re: ANZ - RANSquawk Invoice & Credit Note**Importance:** High

Good Morning Alec,

Could you please send me ANZ's correspondence requesting to cancel the annual renewal prior to their payment. Also could you send me a copy of the contract that applies to ANZ.

Kind Regards

Adam

On 18 Jul 2019, at 10:45, Alec Baughan &lt;alec.baughan@ransquawk.com&gt; wrote:

Hi Adam,

So mid-April we sent them May's invoice for £ 7,466.67+VAT (£ 8,960.00 total) for annual renewal of 7 users. They contacted me straight away to say a) no annual renewal and b) some people have left, so they switched to three people, at £ 450.00+VAT/m (£ 540.00pm total). However, ANZ Accounts Payable processed the original invoice and paid us as a known, preferred supplier.

I tried to get them to take a credit note, but they've refused that and said they want their money back. I sat on this to get as much money off the refund as possible... the current status is as follows:

Payment received	8,960
Less May	-540
Less June	-540
Less July	-540
	=====
Refund due	7,340

They're quite right in that they already a quarter's service has eaten into their pre-payment and we've kept them waiting long enough. They want their money back and we must give it back to them without further delay, to avoid losing this customer. These guys talk with their counterparties in other banks so we can expect others to cancel too over something like this.

Remember, I've already been paid 30% commission on this so this will cost me some £ 2k in commissions but I'm pushing this now big time because I recognise this is a global investment bank and we don't want them to take action to recover as our name will be even more dirt than it already is after the returned payments / frozen bank accounts fiasco... let's just do the right thing, and do it today.

Thanks,

Alec.

**From:** Aubrey Hayward <[aubrey.hayward@ransquawk.com](mailto:aubrey.hayward@ransquawk.com)>  
**Sent:** 18 July 2019 09:52  
**To:** Adam Voce <[adam@g-cv.com](mailto:adam@g-cv.com)>  
**Cc:** Alec Baughan <[alec.baughan@ransquawk.com](mailto:alec.baughan@ransquawk.com)>; Albie Turner <[albie@versaaccountants.co.uk](mailto:albie@versaaccountants.co.uk)>; George Eaton-Busfield <[george@g-cv.com](mailto:george@g-cv.com)>; I Dimitrov <[ivaylo@g-cv.com](mailto:ivaylo@g-cv.com)>; RPA Williams <[rpawilliams@g-cv.com](mailto:rpawilliams@g-cv.com)>; [billings@accounts.ransquawk.com](mailto:billings@accounts.ransquawk.com); RAN Invoices <[invoices@ransquawk.com](mailto:invoices@ransquawk.com)>  
**Subject:** Re: ANZ - RANSquawk Invoice & Credit Note

Hi Adam

I'll let Alec reply in detail as this is his client. However, effectively this is money that has been paid to us in error and needs returning, its not our money its ANZ, a top tier client and bank we do not want to upset!

We also MUST pay Reuters, they've contacted me nervous that we have been late before and nervous our name is mud at Companies House etc. We CANNOT upset our main supplier.

Happy to discuss on phone if easier.

Aubrey

On Thu, 18 Jul 2019 at 09:39, Adam Voce <[adam@g-cv.com](mailto:adam@g-cv.com)> wrote:

Hi Aubrey/Alec,

This will have a large impact on cashflow, as I am playing catch with this can you give me a brief synopsis of the current position with this refund please.

Thanks

Adam

On 18 Jul 2019, at 09:32, Aubrey Hayward <[aubrey.hayward@ransquawk.com](mailto:aubrey.hayward@ransquawk.com)> wrote:

Can we please raise this for payment TODAY?

Adam?

Thanks

Aubrey

On Wed, 17 Jul 2019 at 11:49, Alec Baughan <[alec.baughan@ransquawk.com](mailto:alec.baughan@ransquawk.com)> wrote:

Sorry guys but can we get this sorted please??? They've been waiting a month for this refund and called today to follow up as my assurance to them is being seen as without foundation ("that's what you said a month ago")...

...before they escalate to legal to get their money back, can we please do this refund? I brought them in five years ago and they have had service without a break – please let's not give them reason to cancel now - this will have a direct impact on my ability to work.

Thanks,

Alec.

**From:** Aubrey Hayward <[aubrey.hayward@ransquawk.com](mailto:aubrey.hayward@ransquawk.com)>  
**Sent:** 16 July 2019 10:34  
**To:** Alec Baughan <[alec.baughan@ransquawk.com](mailto:alec.baughan@ransquawk.com)>  
**Cc:** RAN Billings <[billings@accounts.ransquawk.com](mailto:billings@accounts.ransquawk.com)>; RAN Invoices <[invoices@ransquawk.com](mailto:invoices@ransquawk.com)>; Grace, Elise <[Elise.Grace@anz.com](mailto:Elise.Grace@anz.com)>; ANZ UK Accounts Payable <[AccountsPayable.ANZUK@anz.com](mailto:AccountsPayable.ANZUK@anz.com)>  
**Subject:** Re: ANZ - RANsquawk Invoice & Credit Note

Of course Alec, and apologies Marimar this has been delayed.

Ryan could you raise this credit refund payable to ANZ asap please and perhaps where needed liaise with Mr Adam Voce?

Please do keep me posted.

Regards

Aubrey Hayward  
COO - RANsquawk

On Mon, 15 Jul 2019 at 16:20, Alec Baughan <[alec.baughan@ransquawk.com](mailto:alec.baughan@ransquawk.com)> wrote:

Hi Aubrey,

Could I please ask for your assistance in following up with our Accounts Department in getting the appropriate refund credited to ANZ? This was previously authorised but ANZ have been waiting almost a month for their money.

Back on 17<sup>th</sup> June I calculated the refund to be GBP 7,880.00 – but we have since invoiced them GBP 540.00 for July so the refund amount should be GBP 7,340.00

Many thanks,

Alec.

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**From:** ANZ UK Accounts Payable <[AccountsPayable.ANZUK@anz.com](mailto:AccountsPayable.ANZUK@anz.com)>  
**Sent:** 15 July 2019 14:29

**To:** Alec Baughan <[alec.baughan@ransquawk.com](mailto:alec.baughan@ransquawk.com)>  
**Cc:** [billings@accounts.ransquawk.com](mailto:billings@accounts.ransquawk.com); RAN Invoices <[invoices@ransquawk.com](mailto:invoices@ransquawk.com)>; Grace, Elise <[Elise.Grace@anz.com](mailto:Elise.Grace@anz.com)>; ANZ UK Accounts Payable <[AccountsPayable.ANZUK@anz.com](mailto:AccountsPayable.ANZUK@anz.com)>  
**Subject:** RE: ANZ - RANsquawk Invoice & Credit Note

Hi Alec,

We have now received a new invoice but there is no sight of the credit into our account: could you please advise when we should expect it or give us the relevant department's details so we can liaise with them directly? We have been waiting for nearly a month.

Thank you.

Marimar

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**From:** Alec Baughan [<mailto:alec.baughan@ransquawk.com>]  
**Sent:** 17 June 2019 15:56  
**To:** ANZ UK Accounts Payable; Grace, Elise  
**Cc:** [billings@accounts.ransquawk.com](mailto:billings@accounts.ransquawk.com); RAN Invoices  
**Subject:** RE: ANZ - RANsquawk Invoice & Credit Note

Hi Marimar,

The value you should expect is GBP 7,880.00 and yes, I will let you know when the transfer is completed.

Kind regards,

Alec.

<image001.png>

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**From:** ANZ UK Accounts Payable <[AccountsPayable.ANZUK@anz.com](mailto:AccountsPayable.ANZUK@anz.com)>  
**Sent:** 17 June 2019 15:24  
**To:** Alec Baughan <[alec.baughan@ransquawk.com](mailto:alec.baughan@ransquawk.com)>; Grace, Elise <[Elise.Grace@anz.com](mailto:Elise.Grace@anz.com)>  
**Cc:** [billings@accounts.ransquawk.com](mailto:billings@accounts.ransquawk.com); RAN Invoices <[invoices@ransquawk.com](mailto:invoices@ransquawk.com)>; ANZ UK Accounts Payable <[AccountsPayable.ANZUK@anz.com](mailto:AccountsPayable.ANZUK@anz.com)>  
**Subject:** RE: ANZ - RANsquawk Invoice & Credit Note

Hi Alec,

Thank you for getting back to us – could you confirm when the transfer is done and exactly what value we should expect?

Thank you.

Marimar

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**From:** Alec Baughan [<mailto:alec.baughan@ransquawk.com>]  
**Sent:** 17 June 2019 15:01  
**To:** ANZ UK Accounts Payable; Grace, Elise  
**Cc:** [billings@accounts.ransquawk.com](mailto:billings@accounts.ransquawk.com); RAN Invoices  
**Subject:** RE: ANZ - RANSquawk Invoice & Credit Note  
**Importance:** High

Hi Marimar,

Thank you for your email. I've chased this and can confirm we will be refunding the balance to you. I believe the amount will be for the value of the invoice, less June's invoice 42242, so GBP 7,880.00.

Kind regards,

Alec.

<image001.png>

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**From:** ANZ UK Accounts Payable <[AccountsPayable.ANZUK@anz.com](mailto:AccountsPayable.ANZUK@anz.com)>  
**Sent:** 17 June 2019 12:37  
**To:** Alec Baughan <[alec.baughan@ransquawk.com](mailto:alec.baughan@ransquawk.com)>; Grace, Elise <[Elise.Grace@anz.com](mailto:Elise.Grace@anz.com)>  
**Cc:** [billings@accounts.ransquawk.com](mailto:billings@accounts.ransquawk.com); RAN Invoices <[invoices@ransquawk.com](mailto:invoices@ransquawk.com)>; ANZ UK Accounts Payable <[AccountsPayable.ANZUK@anz.com](mailto:AccountsPayable.ANZUK@anz.com)>  
**Subject:** RE: ANZ - RANSquawk Invoice & Credit Note

Hi Alec,

I hope you are well; are there any news regarding the below?

Thank you.

Marimar

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**From:** Alec Baughan [<mailto:alec.baughan@ransquawk.com>]  
**Sent:** 10 June 2019 17:51  
**To:** Grace, Elise  
**Cc:** [billings@accounts.ransquawk.com](mailto:billings@accounts.ransquawk.com); RAN Invoices; ANZ UK Accounts Payable  
**Subject:** RE: ANZ - RANsquawk Invoice & Credit Note  
**Importance:** High

Hi Elise,

Thank you for your email. I just wanted to let you know that I'm looking into this for you. It's not something we've done before, but I've put in a request to have the balance refunded to you. I will let you know as soon as I have confirmation.

Kind regards,

Alec.

<image001.png>

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**From:** Grace, Elise <[Elise.Grace@anz.com](mailto:Elise.Grace@anz.com)>  
**Sent:** 10 June 2019 09:32  
**To:** [alec.baughan@ransquawk.com](mailto:alec.baughan@ransquawk.com)  
**Cc:** [billings@accounts.ransquawk.com](mailto:billings@accounts.ransquawk.com); [invoices@ransquawk.com](mailto:invoices@ransquawk.com); ANZ UK Accounts Payable <[AccountsPayable.ANZUK@anz.com](mailto:AccountsPayable.ANZUK@anz.com)>  
**Subject:** ANZ - RANsquawk Invoice & Credit Note

Hi Alec,

Hope you had a good weekend.

Please see below from our Accounts Payable team.

Would you be able to transfer the credit note funds back to us? We are unable to deduct the credit otherwise until after quite a few months.

Let me know if this is at all possible.

Thanks for your help.

Kind Regards,

Elise

Elise Grace | ANZ | Analyst, Business Support | Markets

Level 28, 40 Bank Street, Canary Wharf, London, E14 5EJ

Phone : +44 (0)20 3229 2547 | Mobile : +44 (0)7917 780967

Email : [Elise.Grace@anz.com](mailto:Elise.Grace@anz.com) | [www.anz.com](http://www.anz.com)

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**From:** ANZ UK Accounts Payable  
**Sent:** 10 June 2019 09:20  
**To:** Grace, Elise  
**Cc:** ANZ UK Accounts Payable  
**Subject:** RE: APPROVED - RANsquawk Invoice & Credit Note

Hi Elise,

With regards to the credit note, could you please get in touch with them and ask for the funds to be transferred to us? The monthly invoices are around £1000 which means we cannot deduct this credit until after quite a few months of receiving invoices, so it makes sense they transfer the money to us and we continue making invoice payments on a monthly basis.

Thank you.

Marimar

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**From:** RAN Billings [<mailto:billings@accounts.ransquawk.com>]  
**Sent:** 31 May 2019 14:54  
**To:** "ANZ Markets Invoices UK"; [alec.baughan@ransquawk.com](mailto:alec.baughan@ransquawk.com); "ANZ Markets Invoices UK"  
**Cc:** RAN Billings; [invoices@ransquawk.com](mailto:invoices@ransquawk.com)  
**Subject:** RANsquawk Invoice

Dear Customer,

Thank you for your continued business. Please find your invoice attached, the number of which should be quoted on your payment method.

Should you have any queries or require assistance and wish to contact us, then please ensure you use the correct contact details listed below:



For invoice queries please contact:

Name: Ryan Meli  
Address: Unit 2, [99-101 Kingsland Road, London, E2 8AG](#)  
Tel: +44 (0)208 037 9803  
Fax: +44 (0)20 7377 9837  
Email: [billings@accounts.ransquawk.com](mailto:billings@accounts.ransquawk.com)

For technical queries please contact our technical team:

Address: RANSquawk, Moor Place, [1 Fore Street, London, EC2Y 5EJ](#)  
Tel: +44 (0)20 3582 2778

Email: [admin@ransquawk.com](mailto:admin@ransquawk.com)

\*Please note if you are a credit/debit card payer, the 30 day payment terms do not apply. Payment cards are charged immediately on signing up and on the first day of each month going forward.

Thanks and regards,  
Ryan Meli  
Finance Dept.

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