

**FAQs****Q: What will the acquisition mean to me as a customer?**

A: The Transworld staff and operations will be retained so you won't experience any difference to the service you receive. It is business as usual for all of your day to day needs.

**Q: Who is the CitySprint Group?**

A: The CitySprint Group are the parent company of CitySprint, the UK's leading distribution network, offering SameDay Courier, SameDay Logistics. Our reach of 41 service centres and over 3,500 couriers means that we have a truly national presence to support your business. We work across a number of different sectors and have specialist knowledge and services to cater for Healthcare, Retail, 3rd Party Logistics, Parts Logistics and the Public Sector.

**Q: Will there be any changes to my tariff?**

A: No, your agreed pricing will remain in place.

**Q: How do I make bookings?**

A: If you book using the telephone, you can still call on your normal number - **020 7231 3131**. If you book and track online, you can still log in as normal.

**Q: Will there be any changes to my existing point of contact?**

A: There will be no changes to your point of contact, you'll be speaking to the same people on the same phone numbers. But if you would like to speak to someone at CitySprint, please email [transworld@citysprint.co.uk](mailto:transworld@citysprint.co.uk) or call **01793 836 071**.

**Q: CitySprint is not registered as a supplier on our system. What is your company registration number and other details to register you?**

A: CitySprint is a registered trading name of CitySprint (UK) Limited (no.4327611), England.

Our registered company address is: Ground Floor, RedCentral, 60 High Street, Redhill, Surrey, RH1 1SH. VAT number: 997 3273 64.

**Q: How do I pay my invoice?**

A: We will be sending through a letter with your invoice with all the payment details.