

LEGAL ENTITY CONSOLIDATION

# Customer FAQs

Supporting changes to OneAdvanced's Legal Entities



## **1. Why is Advanced transitioning to one legal entity per country?**

The transition is part of a broader strategic transformation, allowing us to enhance our services, streamline our operations and better meet the evolving needs of our customers.

We currently have a complex legal entity structure which causes challenges in our contracting, billing and invoicing models. This shift will enable a more streamlined and effective approach to supporting our customers.

## **2. How will this transition affect my existing contract?**

The services provided under your existing contract remain unchanged, and there will be no changes to the terms and conditions. All commitments and obligations outlined in your contract will be honoured as planned.

The change is on our side, as we will amend the entity from which we currently invoice you from.

## **3. When will the transition to the new entity take place?**

In the UK, this transition was effective from the 1<sup>st</sup> of February. For global customers, the change is effective from the 1<sup>st</sup> of March. Invoices you receive from us for payment will transition from these dates. These invoices will reflect updated bank account details.

## **4. What actions do I need to take during the transition?**

Invoices you receive from us for payment will be from the updated entity. The bank details will appear on the invoices we send to you and can be validated on our website [www.oneadvanced.com/legal-entities](http://www.oneadvanced.com/legal-entities). Please ensure you share this information with your accounts payable team to action accordingly.

Ensure that you raise a new Purchase Order in your system with the new entity details.

## **5. How can I reach customer support during the transition?**

Please reach out to customer support as usual for product related queries. If your query is related to the legal entity change communication, please contact your Account Manager or [contract.support@oneadvanced.com](mailto:contract.support@oneadvanced.com).

## **6. How will I stay informed about updates and changes?**

We will contact you directly with any updates or changes as required. Further information is available at [www.oneadvanced.com/legal-entities](http://www.oneadvanced.com/legal-entities), and you are also welcome to contact your Account Manager or [contract.support@oneadvanced.com](mailto:contract.support@oneadvanced.com) for queries.

## **7. What measures are in place to ensure a smooth transition?**

We have a clear transition plan in place, working closely with our necessary internal teams, third-party advisors and our Account Managers, to ensure that this is a smooth transition.

## **8. Can I expect the same level of service and security in the new legal entity?**

We are going forward with our largest entities. We are confident that this change will serve as a benefit to our customers once transitioned. We are also confident that the experience of service and security will remain unchanged or improved.

## **9. Will there be any changes to the products or services we currently receive?**

No, there will be no change to the products or services you are currently contracted with us for.

**10. Will there be any changes to billing or payment processes?**

Your terms, payment process and billing cycle will remain unchanged. The only impact to billing and payments will be the change in the legal entity which invoices you and to which you raise Purchase Orders to, and a change to the bank details that you pay us to.

Please ensure that you raise a new Purchase Order in your system with the new entity details.

**11. Will there be any changes to the terms of service or privacy policy?**

No, there will not be change to the terms of service or privacy policy in your current contract with us.

**12. Can I expect any changes in the way we receive invoices or statements?**

You will continue to receive invoices and statements as you always have, but with the details updated to reflect the new entity details.

**13. How will the transition impact the warranty or guarantees on the products I've purchased?**

No, there will be no change to the warranty or guarantees on products or services in your current contract with us.

**14. What happens if we do not correctly pay to the new bank details for future invoices?**

Bank accounts of legacy entities will remain open throughout the transitional period, so payments will still be able to be received. The onus is on Advanced to check for any incorrect transactions, and we will contact you directly if required for future correction.

**15. I'm on a framework agreement with Advanced, what does that mean for me?**

Your Account Manager will be in contact with you directly to support. Please direct any queries or concerns to them.

**16. I'm not happy with this change, who should I speak with?**

Please contact us at [contract.support@oneadvanced.com](mailto:contract.support@oneadvanced.com), and we will contact you.

**17. I have an invoice query on my account, what will this change mean?**

There will be no change to any invoicing that has been issued prior or to any associated invoice queries. These queries will remain open on the current entity and continue to be managed by us until they have been resolved.

**18. I have open Support cases, what will this change mean?**

There will be no change to any existing support cases. These will remain open and continue to be managed by us until they have been resolved.

**19. I am looking to purchase some additional software, what changes will I see?**

For any additional software purchases from January, your contract will be with the new entity. For any additional software purchases prior to the changes, your contract will continue on your existing entity until this is transitioned in February for UK, or March for global customers.

**20. I am part way through a project implementation, how will this impact me?**

There will be no impact to any ongoing project implementation work as a result of this change. However, the invoices you receive for this implementation will start to be issued from the new entity.



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