

Please contact our invoicing service to
negotiate on your payment time,
Mon-Fri at 9:00-14:30, tel. 09 839 22004

Dear Customer,

The coronavirus pandemic has an extensive impact on the activities of both individuals and businesses. Vantaa strives to support its residents and partners under the exceptional circumstances in any way possible.

The City of Vantaa offers its customers flexibility in payment of invoices by enabling extended terms of payment in those cases when payment could not otherwise be paid by the due date. Please contact our invoicing service as regards potential change in due date and payment schedule. Our invoicing service is open from Monday to Friday at 9:00-14:30, tel. 09 839 22004. Please contact us well before the due date, so that the invoice will not be sent for debt collection. Please note that our service may be overloaded due to the exceptional circumstances.

During the exceptional circumstances, all your child's absences will be retroactively remunerated regardless of the reason for the absence as of March 18, 2020. The remuneration will be specified in the next invoice.

If you have already received invoices past their due date from Intrum Oy, please contact their customer service. Intrum Oy carefully assesses its customers' solvency—that is, their ability to pay—as the pandemic progresses and tries to plan the payment arrangements together with the customer by accounting for the customers' overall situation. Also Intrum Oy makes flexible payback plans according to the customers' payment situations.

Best regards,

City of Vantaa