Subject: Information on the expiry of credits for the ScotlandsPeople website.

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Date received: 20 October 2018
Date responded: 29 October 2018

Information requested:
Request for information on the expiry of credits for the ScotlandsPeople website.

NRS Response:
The answers to the questions are as follows:

- How much would it cost to retain credits?

A purchase of £7.50 for 30 credits will allow credits to be retained.

- Over the past five financial years, how many customers have lost their prepaid credits, because they have "expired"?

Historically, when a customer had credits that were due to expire, the credits remained on their account even though they had expired. If the customer tried to use them they were prompted to purchase more. If more credits were purchased then the two sets of credits were combined and a new expiry date established. Thus prior to September 2016, no customers had ever 'lost' their credits because they remained on their accounts until they purchased more.

- Over the past five financial years, how many prepaid credits have been lost because they have "expired"?

From the start of September 2016 to the 22 October 2018, a total of 1,257,560 credits will have expired. It should be noted that some of these credits go back to September 2002 when ScotlandsPeople was launched because credits were never removed from customer accounts.

To give some background, when the ScotlandsPeople website was relaunched in September 2016, a credit expiry period of two years was established in the terms and conditions. Prior to that date the period of validity was only one year. Thus in September 2016 every account holder had their credits reactivated and an expiry date of October 2018 established. At the end of the two year period, any credits that expire will be removed from customer accounts.

- Over the past five financial years, how many times has ScotlandsPeople been contacted by Trading Standards on behalf of individual customers who have not used their credits quickly enough - and have "lost" them?

National Records of Scotland, who have responsibility for the ScotlandsPeople website, have never been approached by Trading Standards with regards customers losing credits. The terms and conditions for the ScotlandsPeople website originally gave a one year validation period for credits and this was subsequently extended to

two years when the website was relaunched in September 2016. As explained above, prior to October 2018 the expired credits were still visible on customer accounts though the customer needed to purchase more credits to reactivate them.