



## Business Update

### COVID-19

PPL PRS Ltd fully appreciates the pressures affecting many businesses across the UK as a result of the COVID-19 pandemic.

We wish to reassure customers of TheMusicLicence that we are introducing a number of measures to support them during these unprecedented times. These include:

- **not charging customers for their music usage during the period they are closed (temporarily or permanently) due to COVID-19;**
- **changes to our payment policies to introduce further flexibility, including deferred payments, for customers during this difficult period; and**
- **temporary suspension of late payment surcharges.**

More detail on these temporary measures is set out in the FAQs below. If you have any queries about the effect of COVID-19 on TheMusicLicence that are not answered below, you can of course still contact us via telephone on **0800 0720 808** or our **online form**.

Please be assured that we are continuing to work hard to answer all your questions as quickly as possible. Due to the volume of customer contact we are currently receiving we would ask for your patience and understanding should you experience a delay in our response time.

We would also like to thank all those customers who are continuing to take out, pay for and renew TheMusicLicence for their businesses. The royalties you pay are a vital source of income for performers, songwriters and other music creators. Many of them are self-employed, sole traders or small businesses who – through the cancellation of live events, closure of music retailers and disruption to recording activities – are also being adversely impacted in these difficult times.

### ▲ **My licence review is due now or coming up soon**

We have temporarily suspended outbound contact to all customers in affected sectors about their licence reviews, until at least 30 April 2020. We will assess the Government advice relating to COVID-19 at that date and, if appropriate, extend this temporary suspension in line with any revised guidance from the Government.

If you still want to go ahead with the licence review process as normal, you can of course do so and we would ask you to contact us to do this. Changes in your music usage, as a result of COVID-19, will of course be taken into account at this point.

If you wish to delay your licence review process at this time, due to the current COVID-19 situation, we completely understand that this may not be a priority for you. We will contact you after 30 April 2020 or later, dependent on further Government advice. Pending your licence review, you will still be able to legally play and perform music in accordance with the terms and conditions of TheMusicLicence.

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### ▲ **I am a corporate client with multiple sites using TheMusicLicence. My licence review is due now or coming up soon. What should I do?**

One of our Account Managers will be in contact with you in the near future to discuss the way forward for your account with us.

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### ▲ **My business is temporarily closed due to the Government guidance on COVID-19. How can I ensure I don't pay fees for music**

## use during the period it is closed?

At the moment we do not yet know how long businesses will be closed for. We can confirm that you will not be charged for the period that your business is closed as a result of you following the Government's guidance on COVID-19.

If you have already paid your latest invoice for the TheMusicLicence, when your licence is due for its next review, we will discuss the impact of COVID-19 on your music usage and amend your account to credit or refund you for the period that your business was closed.

If you have not yet paid your latest invoice, please contact us to discuss the options available to you on **0800 0720 808**. We can discuss the impact of COVID-19 on your music usage, and take this into account.

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### ▲ Are flexible payment options available during this time to help me pay for TheMusicLicence?

We already have a range of different options available to music users based on your circumstances, including the introduction of a payment plan suited to your needs.

In response to the current situation, we have extended the number of payments that can be agreed in a plan, to help businesses spread the cost more easily. Alternatively, we can offer a deferred payment plan. Please contact us on **0800 0720 808** to discuss how we can help.

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### ▲ I have just taken out TheMusicLicence but have not made payment yet. Do I still have to pay?

If you have recently taken out TheMusicLicence, this will remain in place for your business, subject to our standard terms and conditions. We can offer a range of different payment options based on your circumstances; please contact us on **0800 0720 808** to discuss how we can help. If your business is currently closed as a result of following the Government's guidance on COVID-19, we will also discuss the impact of COVID-19 on your music usage and how we will take this into account.

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### ▲ **My business is permanently closing due to COVID-19. Can I have a refund on TheMusicLicence?**

We are sorry to hear that your business is closing due to the impact of COVID-19. Please contact us to apply for a pro rata refund of the unexpired period of your licence from the date that your business permanently closed. Please be aware, this is only offered on a temporary basis during this period for businesses closing permanently due to COVID-19. Our standard Cancellation Policy will be applicable once normal business operations resume and we will update this guidance in due course to notify customers of this.

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### ▲ **If I don't pay my invoice on time, will a surcharge be added?**

From Thursday, 19 March 2020 and until further notice, we have suspended the surcharge that is applied for late payment under various PPL tariffs, meaning that surcharges will not be applied to invoices that become overdue with effect from this date.

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