

# Jordans name is changing

## Frequently asked questions

In December 2016 Jordans became part of Vistra, and as one company, we have decided that it's now time to share one name. We are making the change early in the New Year so watch this space for further announcements and updates. We also appreciate you will have questions about the name change which we have aimed to address here.

### How does it affect you?

We will continue to provide you with the same level of support and dedicated service, enhanced by the additional resources and geographic coverage that the combined forces of Jordans and Vistra can deliver.

### No action required

You need take no action now as this is simply a change of name. We will be in contact with you regarding making any statutory changes in due course.

As this is a name change only, there is no need to renegotiate contracts.

Our bank account remains the same too.

### Different name, same contacts

On a day-to-day basis, you will continue to deal with your usual contacts, and can expect the consistent quality of service that clients have told us they experience from Jordans. Even better, we can now support you with an even larger international team, with a network in 80 cities in 46 jurisdictions and over 4000 staff, able to provide a whole range of products and services through one convenient provider.

### New email addresses

Once we change our name you will see different email addresses for your contacts, like the example below.

[your.contact@vistra.com](mailto:your.contact@vistra.com)

For the next 12 months our email addresses will be redirected so you will still be able to reach us via our existing contact details.

Our team will be in touch in the usual course of business as they continue to provide services to your company.

It's an exciting change for us, and we will keep you fully informed as we bring everything together.

### Questions?

If you have any questions, please don't hesitate to get in touch with your usual contact or call us on 0117 923 0600 as we'd be delighted to hear from you and help in any way we can.