



11111111114444444444

**Your payment barcode & number**

Find your payment barcode in the mySycous app!

Mr John Smith  
New York House  
1 Harper St  
Leeds  
LS2 7EA

**0333 880 3115**

**[hello@mysycous.com](mailto:hello@mysycous.com)**

**8:00 - 18:00 Monday to Friday**

**8:00 - 16:00 Saturday**

**Date: 15/08/2023**

## Please contact us regarding your statement New York House, 1 Harper St

Dear Mr John Smith,

Our records show that we have not yet received payment for statement **1230000239** dated **15/08/2023** and due by **29/08/2023**. This is now overdue by 10 days. Your current account balance is **£-16.34**.

**This might just be an oversight. Please ensure this balance is cleared within the next 14 days as failing to do so may result further charges or action.**

Please contact us on **0333 880 3115** today or email us at **[hello@mysycous.com](mailto:hello@mysycous.com)** to avoid further action and discuss your payment options.

If you have recently made a payment to clear this balance, then you may ignore this reminder.

Yours faithfully,

mySycous Support Team

### Statement Information

We have included some key information from this statement, for your reference.

Statement Number: 1230000239

#### Consumption by Supply Type:

Heat & Hot Water: 620.0 kWh

Statement Charges: £20.41

### Struggling to pay?

Please check the reverse of this letter for advice and support on managing your finances.

Statement issued by mySycous on behalf of Your Company

E. [hello@mysycous.com](mailto:hello@mysycous.com)

T. [0333 880 3115](tel:03338803115)

8:00 - 18:00 Monday to Friday

8:00 - 16:00 Saturday

Your Company Example House 27  
Example House Leeds LS2 7EA

VAT Number: 123 4444 56

Company Number: 87654321

## How to pay?



PayPoint

### In-Store:

You can make a cash payment at any PayPoint outlet in the UK, just take any mySycous statement with a barcode to make your payment.



### Set up a Direct Debit:

**0333 880 3115**

Please note: Direct Debits can only be taken at least ten days after they are first set up. Please bear this in mind when clearing your overdue balance.



### Online: [mysycous.com](https://mysycous.com)

Login or register to your online account at [mysycous.com/online](https://mysycous.com/online) and click to make a payment.



### App: mySycous

You can also make an online payment to your account via the mySycous app. Simply login or register your account on the mySycous app and tap the payments tab.



### Telephone: **0333 880 3115**

You can call to make a payment 24/7 through our automated service using a UK credit or debit card.

## Help to pay?

If you are struggling to pay your utility or heating bills the solution isn't to be cold or switch off essential utility supplies. In the first instance, please get in touch, we can help you set-up payment plans to manage your outstanding debt and provide useful help and support.

It is worth remembering we are not your utility supplier but provide an administration service on behalf of your utility supplier. This means we are not responsible for setting tariffs and other costs. You can find out more at [mysycous.com](https://mysycous.com).

If you are struggling with managing your finances there are a number of organisations who can help, including the **Money Advice Service** ([moneyadviceservice.org.uk](https://moneyadviceservice.org.uk)) and for general support you can contact **Citizens Advice** on **0808 223 1133** or visit [citizensadvice.org.uk](https://citizensadvice.org.uk).

## Want to make a complaint?

We're sorry to hear that. We recognise that we do make mistakes and we want to do everything we can to sort it out, and to improve our service to you.

You can make a complaint by Getting in Touch with our team at **0333 880 3115**, or email us at [hello@mysycous.com](mailto:hello@mysycous.com). Our support team will manage your complaint in line with our complaint process that you can find at [mysycous.com/want-to-make-a-complaint](https://mysycous.com/want-to-make-a-complaint).

## Energy efficiency advice

You can get independent energy saving advice from a number of independent sources, including Simple Energy Advice ([www.simpleenergyadvice.org.uk](https://www.simpleenergyadvice.org.uk)) and the Energy Saving Trust ([energysavingtrust.org.uk](https://energysavingtrust.org.uk)). Find out more about Energy Efficiency [mysycous.com/help-and-support/energy-saving-advice](https://mysycous.com/help-and-support/energy-saving-advice).

## Register your online account!

Visit [mysycous.com/online](https://mysycous.com/online) or download the **mySycous app** to set up your online account.

### To set up your account:

1. Click to **Register**.
2. Enter your **email address**.
3. Enter your **online account sign up code** (You can find your unique code on the front of this statement and on your mySycous welcome letter).
4. Enter your **property's postcode**.
5. Enter a **password** for your online mySycous account.
6. Next you will shortly receive a **verification email** to confirm your account set up.



[mysycous.com/online](https://mysycous.com/online)



**mySycous app**

You will then be able to make payment cards online, view statements, view consumption information about your account and much more!

## Priority Services Register

You may be eligible for additional support if you are vulnerable, including help managing your account, you can find out more about eligibility and support we can offer at [mysycous.com/help-and-support](https://mysycous.com/help-and-support).

## Get in touch

**Frequently asked questions:** Browse our FAQ's and useful resources to help manage your mySycous utility account at [mysycous.com/help-and-support](https://mysycous.com/help-and-support).

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## FINAL DEMAND

**New York House, 1 Harper St**

Dear Mr John Smith,

### Account escalation – Amount overdue: -£16.34

**Our records show that we have still not received payment for invoice 1230000244 dated 15/08/2023 and due by 29/08/2023. It is now overdue by 25 days. Your current account balance is -£16.34.**

We will refer this matter to Your Company for further action. Please note this may result in additional charges and further action to recover the owed amount.

### Please pay now or contact us today

If you believe you may have difficulty making a payment or wish to speak with us about this matter, please contact us on **0333 880 3115** today or email us at **[hello@mysycous.com](mailto:hello@mysycous.com)**. It is not too late to discuss your payment options.

If you have recently made a payment to clear this balance, please contact us to notify us to ensure your balance is up to date.

Yours faithfully,

mySycous Support Team

### Statement Information

We have included some key information from this statement, for your reference.

Statement Number: 1230000244

### Consumption by Supply Type:

Heat & Hot Water: 620.0 kWh

Statement Charges: £20.41

### Struggling to pay?

Please check the reverse of this letter for advice and support on managing your finances.

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## Notice of intent to disconnect New York House, 1 Harper St

Dear Mr John Smith,

Our records show we have not received payment, despite reminders, and your current account balance is **-£16.34**.

This matter has now been passed to Your Company, who has advised that due to the age of the debt your account has been passed for disconnection. We are notifying you of our intent to disconnect your utility supply no sooner than 5 days from the date of this letter.

Please contact us on **0333 880 3115** today or email us at **[hello@mysycous.com](mailto:hello@mysycous.com)** to avoid disconnection and discuss your repayment options. We are happy to come to an agreement with you where possible to avoid this action.

If you have recently made a payment to clear this balance, please contact us to notify us to ensure your balance is up to date.

Yours faithfully,

Charlotte Axe  
Support Manager

### Struggling to pay?

Please check the reverse of this letter for advice and support on managing your finances.

### Get debt advice

You can also find advice on managing debt problems and budgeting through:

- **MoneyHelper** ([moneyhelper.org.uk](http://moneyhelper.org.uk))
- **National Debtline** ([nationaldebtline.org](http://nationaldebtline.org))
- **StepChange** ([stepchange.org](http://stepchange.org))

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