



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

1234567891234567892
Your payment barcode & number
Find your payment barcode in the mySycous app!

Account reference: EXA123456

0333 880 3115

hello@mysycous.com

8:00 - 18:00 Monday to Friday

8:00 - 16:00 Saturday

Date: 17/10/2023

Confirmation of your Direct Debit instruction

New York House 1 Harper St Leeds United Kingdom LS2 7EA
Peer Comparison Property Peer Comparison Property Peer

Dear John Smith,

Thanks for setting up your Direct Debit. This means that your future payments will be automatically collected as follows:

£20.00 to be collected on the 1st of every month.

If you have chosen to pay by fixed Direct Debit, which is the same payment throughout the year, you should keep monitoring your statements and your online account, to ensure you do not build up a debt or credit.

If you have any questions, please contact us on **0333 880 3115**, or email us at **hello@sycous.com**.

Yours sincerely,

mySycous Support Team

Direct Debit Guarantee

The Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.

If there are any changes to the amount, date or frequency of your Direct Debit the organisation will notify you (normally 10 working days) in advance of your account being debited or as otherwise agreed. If you request the organisation to collect a payment, confirmation of the amount and date will be given to you at the time of the request.

If an error is made in the payment of your Direct Debit, by the organisation or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society.

If you receive a refund you are not entitled to, you must pay it back when the organisation asks you to.

You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify the organisation.



Statement issued by mySycous on behalf of Your Company

Your Company Example House 27
Example House Leeds LS2 7EA

E. hello@mysycous.com
T. [0333 880 3115](tel:03338803115)

8:00 - 18:00 Monday to Friday
8:00 - 16:00 Saturday

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

Login or register to your online account at 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.

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) and for general support you can contact **Citizens Advice** on **0808 223 1133** or visit 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. 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.

Energy efficiency advice

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

Register your online account!

Visit mysycous.com/online or download the **mySycous app** to set up your online account.

To set up your account:

1. Click to **Register**.
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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).
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mysycous.com/online



mySycous app

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Priority Services Register

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Your Direct Debit details have changed

**New York House 1 Harper St Leeds United Kingdom LS2 7EA
Peer Comparison Property Peer Comparison Property Peer**

Dear John Smith,

Following our recent correspondence, we would like to confirm that your **Direct Debit** details have now been amended.

Please check the information below to confirm the details are correct.

£30.00

1st of every month

Bank Name: Abbey National Treasury Services Plc

Sort Code: XX-XX-61

Account Number: XXXX2311

If you find any of the above information is incorrect, please contact us on **0333 880 3115** or email us at **hello@mysycous.com**.

Yours sincerely,

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mysycous.com/online



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Important: Notification of cancelled Direct Debit

**New York House 1 Harper St Leeds United Kingdom LS2 7EA
Peer Comparison Property Peer Comparison Property Peer**

Dear John Smith,

This letter is to notify you that your Direct Debit with mySycous has now been cancelled.

If you believe this is incorrect, please get in touch with our team as soon as possible by calling us on **0333 880 3115**. Your current outstanding balance is £-368.70 DR.

If you have any questions, or wish to reinstate your Direct Debit agreement, please contact our team today by calling **0333 880 3115** or emailing us at **hello@mysycous.com**.

You can find alternative payment options on the reverse of this letter alongside other help and support information.

Yours sincerely,

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