

00000001  
Mr John Anthony Smith  
New York House  
1 Harper Street  
Leeds  
LS2 7EA

**Pop-out and keep me safe!**

**01/11/2022**

## Welcome to mySycous!

You will soon receive a key facts letter that tells you all you need to know about your account, including details of your tariffs and other important information. This letter is to deliver your payment card to enable you to top-up your Pay-as-you-Go (PAYG) meter.



Please find your payment card at the top of this letter.

**Your Payment Card number is 6337646201070000017**

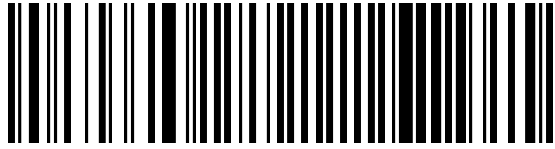
We have included how you are able to make a payment using this payment card or payment card number on the reverse of this letter.

If you have any questions about how to make payments, or if you need help with anything else at all please contact us today on **0333 880 3115** or visit **[mysycous.com](https://mysycous.com)** for help and support.

**mySycous** have been appointed by **Sycous** to provide a billing solution for one or more of your utilities.

You will soon receive a key facts letter which will tell you all you need to know, including details of your tariffs and other important information about your account.

00000000000001001001200000



6337646201070000017

If found, please dispose of responsibly.

[mysycous.com/get-in-touch](https://mysycous.com/get-in-touch)



## How to make a payment?



### Online

If you are a **PAYG** customer, there are two options when topping-up online:

1. Register for an online account so you can login anytime and complete a top-up. Your payment information will be saved to make the process quick and efficient.
2. Complete a one-off payment.



In order to register for an account, log in to your account or complete a one-off top-up, please visit: [paypoint.mysycous.com](https://paypoint.mysycous.com)

When logging in you will be asked for a 'top-up code'. This will be the 19-digit number on the back of your payment card, and on this letter below the barcode on the previous page.



### Over the phone - 0333 880 3115

You can top-up over the phone using a Debit or Credit card by calling **0333 880 3115**. You will be asked for the 19-digit number on the back of your payment card, which is also located in this letter on the previous page. If you are a PAYG/prepayment customer, choose option 1.



### In-store

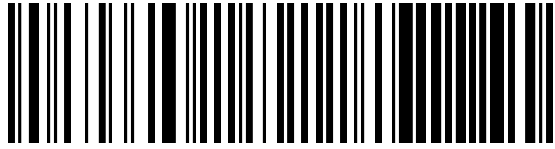
You can make a cash payment at any **PayPoint outlet** in the UK, just take your payment card, or other correspondence with a payment barcode.

You should receive your top-up within two minutes but can also use the confirmation code to manually enter the payment if it is not received. You can find out how to do this in the User Guide that we have enclosed with this letter. You can also find electronic versions of this guide at [mysycous.com/help-and-support/payments-and-topping-up](https://mysycous.com/help-and-support/payments-and-topping-up).



Visit [consumer.paypoint.com](https://consumer.paypoint.com) to find your nearest PayPoint outlet





6337646202360000337

If found, please dispose of responsibly.

[mysycous.com/get-in-touch](https://mysycous.com/get-in-touch)



## How to make a payment?



### Direct Debit

If you have **received a bill** to pay, you can set up a Direct Debit by contacting our mySycous support team on **0333 880 3115**, or by emailing **[hello@mysycous.com](mailto:hello@mysycous.com)**.



### Online

If you have received a bill to pay, log in to your mySycous account at **[mysycous.com](https://mysycous.com)** to securely make an online payment.



You do not need your payment card to make an online payment for a bill.



### Over the phone - 0333 880 3115

You can top-up over the phone using a Debit or Credit card by calling **0333 880 3115**. You will be asked for the 19-digit number on the back of your payment card, which is also located in this letter on the previous page. If you have received a bill to pay, select option 2.

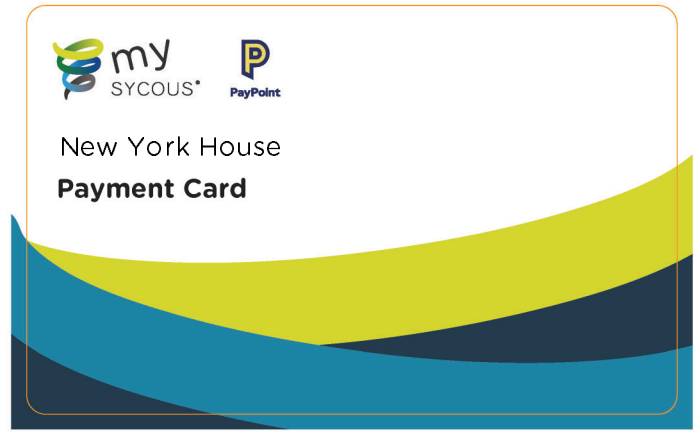


### In-store

You can make a cash payment at any **PayPoint outlet** in the UK, just take your payment card, or other correspondence with a payment barcode.



Visit **[consumer.paypoint.com](https://consumer.paypoint.com)** to find your nearest PayPoint outlet



00000005  
Mr John Anthony Smith  
New York House  
1 Harper Street  
Leeds  
LS2 7EA

**Pop-out and keep me safe!**

**01/11/2022**

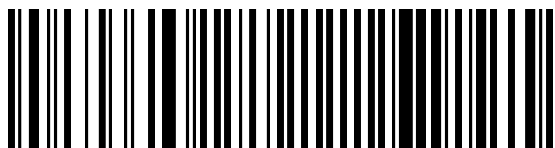
## **Your Payment Card Details: Replacement Payment Card**

Please find your replacement payment card at the top of this letter.

**Your Payment Card number is 6337646201070000018**

We have included details of the various ways you are able to make a payment using this payment card and payment card number on the reverse of this letter.

If you have any questions about how to make payments, or if you need help with anything else at all please contact us today on **0333 880 3115** or visit [mysycous.com](https://www.mysycous.com) for help and support.



6337646201070000018

If found, please dispose of responsibly.

[mysycous.com/get-in-touch](https://mysycous.com/get-in-touch)



## How to make a payment?



### Direct Debit

If you have **received a bill** to pay, you can set up a Direct Debit by contacting our mySycous support team on **0333 880 3115**, or by emailing **[hello@mysycous.com](mailto:hello@mysycous.com)**.



### Online

If you are a **PAYG customer**, there are two options when topping-up online:

1. Register for an online account so you can login anytime and complete a top-up. Your payment information will be saved to make the process quick and efficient.
2. Complete a one-off payment.



In order to register for an account, log in to your account or complete a one-off top-up, please visit: **[paypoint.mysycous.com](https://paypoint.mysycous.com)**

When logging in you will be asked for a 'top-up code'. This will be the 19-digit number on the back of your payment card, and on this letter below the barcode on the previous page.



If you have **received a bill to pay**, log in to your mySycous account at **[mysycous.com](https://mysycous.com)** to securely make an online payment. You do not need your payment card to make an online payment for a bill.



### Over the phone - 0333 880 3115

You can top-up over the phone using a Debit or Credit card by calling **0333 880 3115**. You will be asked for the 19-digit number on the back of your payment card, which is also located in this letter on the previous page. If you are a PAYG/prepayment customer, choose option 1. If you have received a bill to pay, select option 2.



### In-store

You can make a cash payment at any **PayPoint outlet** in the UK, just take your payment card, or other correspondence with a payment barcode.