



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

**8:00 - 20:00 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@mysycous.com](mailto:hello@mysycous.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

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

VAT Number: 123 4444 56

Your Company Example House 27  
Example House Leeds LS2 7EA

8:00 - 20:00 Monday to Friday  
8:00 - 16:00 Saturday

Company Number: 87654321

## How to pay?



### In-Store:

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

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### 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 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.

If you're struggling with managing your finances, organisations like MoneyHelper ([www.moneyhelper.org.uk](http://www.moneyhelper.org.uk)) and StepChange ([www.stepchange.org](http://www.stepchange.org)) can offer help.

## Complaints and advice

We're really sorry to hear this. Please call us on 0333 880 3115 or email [hello@mysycous.com](mailto:hello@mysycous.com) and we'll do our best to put things right. You can also read about our complaints process at [mysycous.com/want-to-make-a-complaint](http://mysycous.com/want-to-make-a-complaint).

There are also a number of organisations who can offer free independent advice on energy billing issues or problems:

**If you're based in England and Wales**, contact the Citizens Advice Consumer Service helpline on 0808 223 1133 or visit their website at [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk). Calls from mobiles and landlines are free and lines are open Monday to Friday, 9am to 5pm.

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mySycous app

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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](http://mysycous.com/help-and-support).

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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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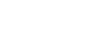
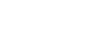
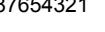
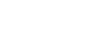
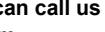
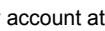
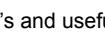
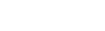
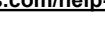
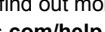
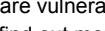
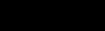
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## Important: Notification of cancelled Direct Debit

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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,

mySycous Support Team

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