



Pop-out and keep me safe!

01/09/2026

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 heating & hot water payment card to enable you to top-up your Pay-as-you-Go (PAYG) meter.

Please find your heating & hot water payment card at the top of this letter. **Please note this card is for topping up your heating & hot water only.**

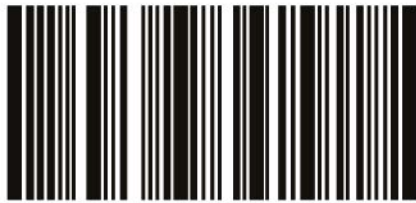
Your Heating & Hot Water Payment Card number is <<<Paymentcardnumber>>>

We have included how you are able to make a payment using this heating & hot water 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 for help and support.

mySycous have been appointed by <<Client name>> 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.



<<paymentcardnumber>>

If found, please dispose of responsibly.

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**

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**.



Visit **consumer.paypoint.com** to find your nearest PayPoint outlet



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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 heating & hot water payment card details to enable you to make payments towards your account.

Please find your heating & hot water payment card at the top of this letter. **Please note this card is for topping up your heating & hot water only.**

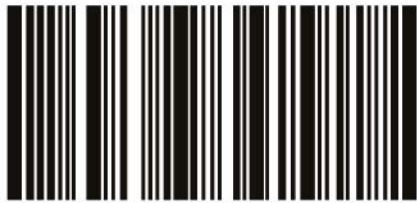
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How to make a payment?



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.



Online

If you have received a bill to pay, log in to your mySycous account at 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

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Your Payment Card Details: Replacement Heating & Hot Water Payment Card

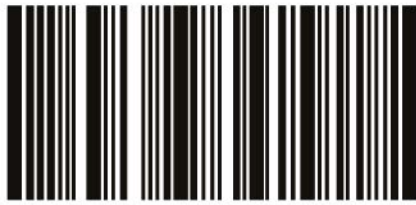
Please find your replacement heating & hot water payment card at the top of this letter.

Please note this card is for topping up your heating & hot water only.

Your Heating & Hot Water Payment Card number is <<<Paymentcardnumber>>>

We have included details of the various ways you are able to make a payment using this heating & hot water 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** for help and support.



<<paymentcardnumber>>

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