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Merlin Estates Ltd
Unit 4 Dares Farm
Farnham Road
Farnham
SURREY
GU10 5BB



Don't risk extra charges for late payments

Hello Sir/Madam

We still need you to pay for the gas you've used.

**You owe
£189.23**

If we need to write to you again, we will charge you a £13.00 admin fee. We don't want to do that, so please get in touch with us – we're here to help.

Over the page you'll find details about:

- 1 If you can't pay everything you owe in one go
- 2 Your credit rating
- 3 How to pay

Also included in this pack

A leaflet for you to keep. It explains the different options if you need help with your energy payments, how to use less energy and what happens if you don't pay your bills.

Thanks

Dave Kirwan
Managing Director, Customer Operations

Your customer
reference number
851009105859

Contact us
britishgas.co.uk

0333 202 9557 *
Mon – Fri 8am – 8pm
Sat 8am – 6pm

Textphone
18001 0800 072 8626



Letter reference
CMN/DCL/LET2

16th January 2019

Need help
reading this?
If you'd like a large
print, Braille or audio
version of this letter,
call us free on
0800 072 8625*

*We may record calls to help improve our service to you. Calls to 0800 numbers are free. Call charges to 03 numbers will cost no more than 01 or 02 numbers, please check with your phone provider.

British Gas is the trading name of British Gas Trading Limited. Registered in England and Wales (No. 03078711).
Registered Office: Millstream, Maidenhead Road, Windsor, Berkshire SL4 5GD. British Gas is a mandatory FIT
Licensee. britishgas.co.uk

1 If you can't pay everything you owe in one go

Get in touch and we can talk through the best option for you. We're on 0333 202 9804* and here Monday to Friday 8am to 8pm and Saturday 8am to 6pm.

2 Your credit rating

We share your account information with credit reference agencies. If you don't pay your bills on time, it could lower your credit rating. That can make it harder for you to get credit. It can also mean lenders will give you higher interest rates or stricter rules for borrowing.

You can learn more about your credit file at britishgas.co.uk/waystopay

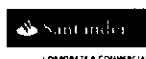
3 How to pay

- Pay with a **debit card** at britishgas.co.uk, or call us on 0333 202 9804*, day or night
- Send money by **electronic transfer** from your bank. Our sort code is 40 05 30 and our account number is 71584685
- Pay in **cash** by taking your payment slip to your local post office
- Send a **cheque** (payable to British Gas Trading Ltd) to: British Gas, Payment Area 55, Camberley GU95 1AB. Remember to write your customer reference number on the back of the cheque.

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Gas Payment Slip

British Gas

bank giro credit

155	Reference (customer account number)
24	851009105859
	Merlin Estates Ltd

Credit account number
143 0653

Amount due
no fee payable at P.O. counter

£ 189.23

Cheque acceptable at a Post Office



9826 1388 9085 1009 1058 592

Total cash	
Cheques	
£	

Signature
Date

/	/
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43-06-53

HSBC Head Office Collection Account

Please do not write in the area below or fold this voucher

851009105859 A4241430653 91 X

Printed by Communisis



Account number **VP 2391 9670**

Bill reference **M055 F5**

Bill issue date **14 Jan 2019**

09367 011255 0081 E 37900

C/O Merlin Estates Ltd
Moor Park
Unit 4 Dares Farm
Farnham Road
Farnham
GU10 5BB



This bill is for

> **Phone services** including

- 01252737734
- 01252725864
- 01252719138

18 JAN 2019

BT Business bill

The total owed on this account is **£1,248.40**
including VAT.

Please make sure you pay by 28 January to avoid a late payment charge.

- Any new charges and credits and any amounts brought forward from outstanding bills are shown on page 3.

If there's anything you need, we're here to help

Your BT Business Team

Pay online & online billing



You can make payments, analyse your bill to see if any savings can be made, switch off your paper bill to go paperfree and much more at bt.com/business/billoptions

Pay online - bt.com/fastpay

Your payment slip is on the back

Paying your bill

Your payment is due by 28 January

By Faster Payments via your Bank

Faster payments can be made direct from your bank or Building Society to our Bank Account number 00835757, Sort Code 20-00-00. Please ensure that you quote your BT Account reference number which you will find in the top right hand corner of your bill e.g. NE12345678 Q001, in the Faster Payment reference field.

Online using your Debit or Credit card.

visit www.bt.com/fastpay

By BACS or CHAPS Please make payments into our Bank Account number 00835757, Sort Code 20-00-00 and send your remittance details to bacs1.sth@bt.com or post them to BT Payment Centre, Durham, DH98 1BT. If paying multiple bills, please ensure that you quote each of your BT Account Reference number(s) that you are paying on your remittance. The BT Account Reference number appears in the top right corner of the bill e.g. NE12345678 Q001.

At a Bank Counter Please complete the payment slip and take with your payment to your bank branch counter. If using a cheque write your BT Account Reference number on the reverse. Some banks will charge a fee.

Pay by Phone You can call our automated payment service 24 hours a day on 0870 240 5566.

Next time...It's easier to pay by Direct Debit

Most companies are moving to Direct Debit for fast and secure payment of their bill(s). Direct Debit also avoids Late Payment charges. Payments are collected a minimum of 8 calendar days after we send out your bill(s).

By post Please make your cheque payable to British Telecommunication plc and write your BT Account Reference number(s) on the reverse, complete the payment slip and send to; BT Payment Centre, Durham, DH98 1BT. We don't accept post-dated cheques.

Contacting BT

Please have your account number ready. It's in the top right hand corner.

Billing enquiries	0845 600 6156 or www.bt.com/billing
Sales, Product information	0800 800 152 or www.bt.com/bill/productsandservices
Faults and service problems	0800 800 154 or www.bt.com/bill/help

 **Customers who use a textphone or the NGT Lite App** can dial us on any of our listed numbers, simply dial 18001 before the number. More information is available at ngts.org.uk

Our commitment to our customers

We aim to give an excellent service and our Code of Practice (available on www.bt.com) sets out full details of what you can expect from BT.

If you have a complaint:-

Please call 0845 600 6156 for the quickest response. If you decide you want to write to us, the address is BT Correspondence Centre, Durham, DH98 1BT.

If we do not answer your complaint within 8 weeks, or if we write to you saying that we cannot agree an outcome, you can ask the ombudsman to investigate: Ombudsman Services: Telecommunications, PO Box 730, Wilderspool Park, Warrington WA4 6WU, www.os-communications.org 0845 050 1614

Paper bill reminders

BT reserve the right not to send further paper reminders for payment of this invoice. To prevent late payment charges and possible restriction of service please ensure that payment is made by the due date shown.

British Telecommunications plc (registered in England no. 1800000). Registered offices: BT Newgate Street, London EC1A 7AJ
Details about the relationship between you and BT plc can be found in the terms and conditions we sent you when you joined, or you can find them on the web at www.bt.com/terms



Cashier's stamp and initials

- You can find details of how to pay above.
- If appropriate, fill in the details on this payment slip.
- Please don't send cash by post.
- Please quote 'Your account number' below on correspondence or remittance advices.

Your account number
VP23919670

Signature

Date

Bank details

25-53-92

Barclays PLC
Automated Bulk Credit Clearing
BT 00-00

Please do not fold, pin or staple this slip, or write below this line.

Bank Giro Credit  **ABC**

Total now due

£ 1,248.40

Cash

Cheques

£

No cheques	Fee

03 VP 23919670 M055 F5 1248.40

<3VP23919670M055< 255392+<73 X

BT Business bill



Summary of charges this month

Regular charges	£ 33.10
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The fixed charges for your services (eg line rental, package price)

One-off charges and credits	£ 1,023.84
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The costs for single items or services, or single credits we may make to you

Usage charges	£ 38.64
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What you used this month (eg minutes or data outside any inclusive packages)

TOTAL not including VAT	£ 1,095.58
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Total VAT – see VAT summary page 4	£ 14.34
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Total for this bill	= £ 1,109.92
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Summary of charges for this account

Total for this bill	£ 1,109.92
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Total outstanding from previous bills	£ 138.48
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Please pay now	= £ 1,248.40
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Did you know?
You can look into all your charges in detail online and make your bill work for your business. Just go to www.bt.com/billing

Your VAT summary

VAT summary

Total for items where VAT is charged at 20%	£ 71.74
Total for items not subject to VAT	£ 1,023.84
Total excluding VAT	£ 1,095.58
VAT at 20%	£ 14.34
Total VAT	£ 14.34
TOTAL which includes total VAT of £ 14.34	= £ 1,109.92

VAT calculation

Items where VAT is charged at 20%

These figures exclude VAT

Regular charges ~ 1 Jan 19-16 Jan 19	£ 33.10
• Phone services : £ 33.10	
Usage charges ~ 10 Dec 18-3 Jan 19	£ 38.64
• Phone services : £ 38.64	
TOTAL for items where VAT is charged at 20%	= £ 71.74
Total VAT at 20%	£ 14.34

Items not subject to VAT

These figures exclude VAT

One-off charges and credits ~ 10 Jan 19-16 Jan 19	£ 1,023.84
• Phone services : £ 349.00	
This is the charge for ceasing your Telephone Line 2 Year Contract prior to the end of your contract	
• Phone services : £ 340.32	
Charge for ceasing Critical Line 2 Year Contract prior to the end of your contract	
• Phone services : £ 334.52	
Charge for ceasing Critical Line 2 Year Contract prior to the end of your contract	
TOTAL for items not subject to VAT	= £ 1,023.84

Important information

Your VAT invoice number
VP239196700551

BT VAT registration number
GB245 7193 48

Tax point
14 January 2019

British Telecommunications plc
Registered Office
81 Newgate Street
London EC1A 7AJ
Registered in England
1800000

MOOR PARK
UNIT 4 DARES FARM
FARNHAM ROAD
FARNHAM
GU105BB