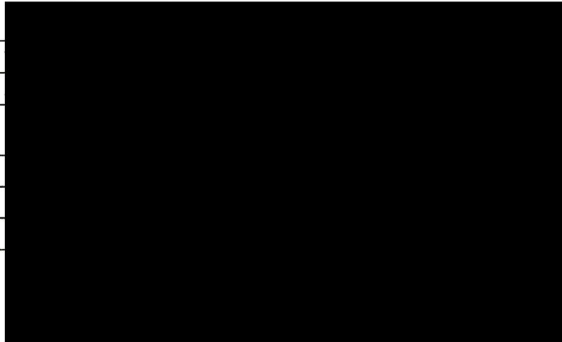




FLAT 10 267 EVERSOLT STREET  
LONDON  
NW1 1BA

Summary 11 February 2019



**How to contact us**

Call Freephone 0800 368 7155 from within the UK.  
Call (from outside the UK) +44 800 368 7155  
Monday to Sunday 8am to 6:30pm

Period: from 12 January 2019 to 11 February 2019

**Account Activity**

Date	Description
05/02/19	PAYMENT RECEIVED -- THANK YOU

**Summary of Balances - Retail Purchases**

BALANCE	Annual Interest Rate	Interest Included Above	Purchase Amount	Outstanding Balance
Purchases	21.9%	£0.00		£0.00

**Summary of Balances - Promotional Purchases**

BALANCE	Annual Interest Rate	Interest Included Above	Purchase Amount	Amount Due	Outstanding Balance	Expiry Date
0% p.a Purchase Promotion	0.0%	£0.00	£169.00	£0.00	£8.13	10/02/19

#### How to contact us

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Call (from outside the UK) +44 800 368 7155  
Monday to Sunday 8am - 6.30pm  
Fax: 020 8080 6518

If you have a visual impairment, we can provide statements in large print, Braille or on audio cassette. Please call us to let us know your preferences.

#### Complaint Resolution

We hope you will never have cause to complain, but if you have a problem with your agreement or the service, please try to resolve it with us first. If you are not happy with the way in which we handled your complaint or the result you may be able to complain to the Financial Ombudsman Service. We can provide details of how to contact the Ombudsman.

#### Need help?

Log in at [paypal.com/uk](https://paypal.com/uk) and visit the help centre.

#### Changed your information?

If you have recently moved or changed your personal details, we need to know as soon as possible so we can contact you if we have any concerns. Until we can contact you, we may temporarily freeze your account to prevent any suspected fraudulent activity. Go to [paypal.com/uk](https://paypal.com/uk) and log in to your account to update your details.

#### Allocation of Payments

When we receive a payment which isn't for the total current balance, we will apply your payment to any monthly instalments due on instalment plans first and then in the order as specified in your Credit Agreement with us.

#### Summary of Default Fees



#### Making Payments - choose your way to pay

Single Payment: You can make a single payment at any time either online or by phone.

Online: Go to [paypal.com/uk](https://paypal.com/uk) and log in to your account to make a payment from your PayPal balance, or a bank account or debit card linked to your PayPal account.

Phone: You can pay using a debit card by calling us on 0800 368 7155

You can set up a Direct Debit to be paid monthly from a bank account you've linked to your PayPal account. To set this up, log into your account at [paypal.com/uk](https://paypal.com/uk) and follow the instructions on the Make a Payment page. Payments will be taken on your due date.

Your payments must reach us on or before the due date shown on your statement. Provided you make a payment before midnight, it will reflect on your account the same day.

#### Managing Your Money

If you are finding it difficult to make any payment, please call PayPal Customer Service and we will do our best to help you. The organisations below should also be able to answer your questions and suggest suitable courses of action:

##### Citizens Advice:

- England and Wales [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)
- Northern Ireland (Advice NI) [www.adviceni.net](http://www.adviceni.net)
- Scotland (Citizens Advice Scotland) [www.cas.org.uk](http://www.cas.org.uk)

##### Or try the following:

Payplan: call 0800 917 7823 or visit [www.payplan.com](http://www.payplan.com)

StepChange Debt Charity: call 0800 138 1111 or visit [www.stepchange.org](http://www.stepchange.org)

National Debtline: call 0808 808 4000 or visit [www.nationaldebtline.co.uk](http://www.nationaldebtline.co.uk)

Other help organisations may charge a fee for advice, so do check before you approach them.

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Deemed authorised and regulated by the Financial Conduct Authority. The nature and extent of consumer protections may differ from those for firms based in the UK. Details of the Temporary Permissions Regime, which allows EEA-based firms to operate in the UK for a limited period while seeking full authorisation, are available on the Financial Conduct Authority's website.

██████████  
FLAT 10 267 EVERSOLT STREET  
LONDON  
NW1 1BA

**Your TV Licence allows television receivers to be installed and used at the premises specified and at the other places detailed, subject to the terms and conditions stated.**

The licence is issued by TV Licensing on behalf of the BBC under The Communications Act 2003.

### Terms and conditions of the TV Licence

#### About your TV Licence.

This licence lets you use and install TV receiving equipment at the licensed place. You are covered to:

- a) watch and record programmes as they're being shown on TV or live on an online TV service, including programmes streamed over the internet and satellite programmes from outside the UK, and
- b) watch or download BBC programmes on demand, including catch up TV, on BBC iPlayer.

This can be on any device, including TVs, desktop computers, laptops, mobile phones, tablets, games consoles, digital boxes, DVD, Blu-ray and VHS recorders, or anything else.

#### You and anyone who normally lives here with you can:

- Use and install TV receiving equipment here at the licensed place.
- Use and install TV receiving equipment in vehicles, boats and caravans (except non-touring caravans when someone is watching or recording TV at the licensed place).
- Use TV receiving equipment anywhere on any device powered solely by its own internal batteries.

#### You and anyone who normally works here with you can:

- Use and install TV receiving equipment here at the licensed place.
- Use and install TV receiving equipment in vehicles, boats or caravans used for business purposes.

#### This licence does not cover areas occupied solely by tenants, lodgers or paying guests.

The licence might also not cover areas that are self-contained, areas covered by separate legal arrangements or areas of business premises used for a different purpose. Please contact us to find out more.

#### Other conditions.

We can cancel or change your licence. If we cancel it, we will let you know. If we change the licence conditions, we will publish a general notice on the BBC website and, if we consider it appropriate, in other national media. Our Officers may visit to check our records and inspect your TV receiving equipment. You don't have to let them in. Your TV receiving equipment must not cause unreasonable interference to radio or TV reception.

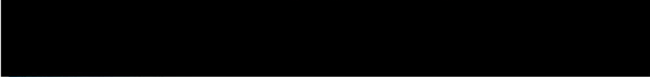
Even if you have a black and white TV, you need a colour licence to record programmes. This is because DVD, VHS and digital box recorders record in colour. A black and white licence is only valid if you use a digital box that can't record TV programmes.



[Redacted]  
267 Eversholt Street  
LONDON  
NW1 1BA



## Your new bill and payment plan.



**We'll collect your payments by Direct Debit**

For the supply of water and wastewater services to:  
Flat 10, 267 Eversholt Street, LONDON, NW1 1BA from  
**01 April 2019 to 31 March 2020.**

**Question about your bill?**  
[thameswater.co.uk/billhelp](https://thameswater.co.uk/billhelp)

**Want paperless bills?**  
[thameswater.co.uk/register](https://thameswater.co.uk/register)

**Struggling to pay?**  
[thameswater.co.uk/help-paying](https://thameswater.co.uk/help-paying)

## Your payment arrangements have been changed



### Your Direct Debit details

We will collect your payments from:



If your bank details have changed or you wish to change your Direct Debit details  
visit [thameswater.co.uk/direct](https://thameswater.co.uk/direct)



COVER DETAILS

FEATURES OF  
MY 24/7 APP

MAKE A CLAIM

COVER SCHEDULE

PAYMENT PLAN

## CERTIFICATE OF COVER

### COVER HOLDER

Flat 10  
Address 267 Evershot Street  
London,  
NW11BA

### COVER INFORMATION

Claim Limits Refer to terms and conditions

### PERIOD OF COVER

Cover Start 27/01/2019

### SCHEDULE OF COVER

All Home Emergency (Plumbing & Drainage, Electrics, Home Security and Pest Control)

#### Important

\* We only offer products from 24/7 Home Assist Ltd

\* You will not receive advice or a recommendation from us

\* We have provided you with product information enabling you to make your choice about how to proceed

Please note that it is in your interest to advise us immediately of any personal changes or amendments in the cover we have arranged for you. If you fail to do this, your cover may not protect you in the event of a claim.

A breach of any terms and conditions will be viewed as a serious matter by us and could jeopardise the continuance of cover or the acceptance of a claim. Please take time to familiarise yourself with all the terms and conditions.

In order to validate your Service Contract, please ensure you complete the eligibility questions on <https://247homeassist.co.uk> and click My Account. Failure to do so can invalidate any future claims.

30 June 2019

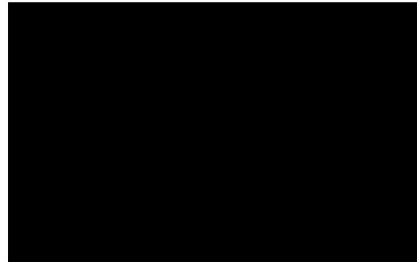
This is not a tax invoice

B



S M J Groups  
Flat 10  
267 Eversholt Street  
London  
NW1 1BA

38012 007226 0106 E 37500



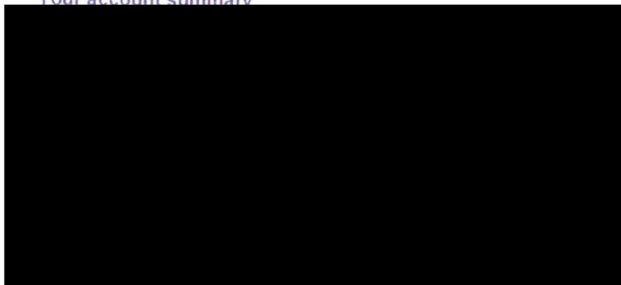
## Your electricity statement

For 20 June 2019 to 27 June 2019

### Latest meter reading

Electricity 27 June 2019 Our reading 24170

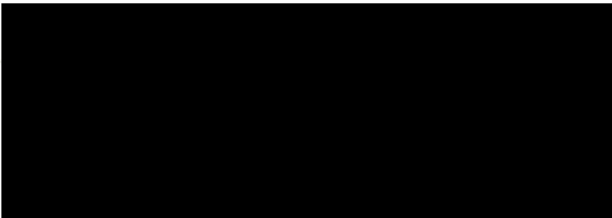
### Your account summary



### Manage your energy

Did you know you can now manage your energy from your smartphone? It's an easy way to view statements, make payments, track your energy use and send meter readings. Download now at [npower.com/app](http://npower.com/app)

1/2



### We're here to help

Details of your repayment plan are shown here. If you're having difficulty paying, we're here to help. The easiest way to discuss your options, is through live chat at [npower.com/contactus](http://npower.com/contactus)