

Alan Clark - A

Phone: 0345 117 0258

Email: General@arvatofs.com

A-BGT1

Opening Hours: Monday - Thursday 8am - 6pm
Friday 8am - 5pm



Priory gate Ltd
Carlton House
42-44 West Street
Dunstable
BEDFORDSHIRE
LU6 1TA

000035610100064
12679VA358



Esther - A

- Not sure what this
is about?
- It may be for the bill
before the SSAs took
over.

06/07/2018

Customer Reference No: 851008188057E
AFS Reference: 100166587
Account Balance: £918.52

Dear Priory gate Ltd

We are authorised Officers of British Gas and your account has been passed to us to arrange a home visit to discuss and resolve your outstanding debt. If you would prefer to discuss this over the phone please contact Arvato Financial Solutions immediately on 0345 117 0258 so that we can discuss your outstanding account balance and agree on an acceptable resolution over the telephone.

In order to assist you in resolving this matter we may be able to offer you a number of repayment options to suit your circumstances, some of which are outlined below.

- **Pay As You Go Meter** – a meter which will enable you to pay the debt back as well as manage any further energy consumption.
- **Monthly Direct Debit** – payment taken automatically every month; covers some of the debt each month as well as paying for your ongoing usage; direct debit date chosen by you.
- **Fuel Direct** – if you receive certain benefits a fixed amount can be taken from your benefit payment and paid towards your outstanding debt. A further amount may be taken to pay towards ongoing usage.
- **Energy Trust Fund** – a registered charity which helps people in hardship who are struggling with energy or gas arrears.

Failure to respond to this letter will result in a representative of our company calling at your address to discuss this matter directly with you. The cost of this visit will be added to your account. For details of these charges, please see the 'Lots of ways to pay' guide at Britishgas.co.uk/info or alternatively contact British Gas direct to request a free printed copy of this guide.

If you cannot reach an agreed resolution to your account then please be advised that British Gas may serve notice of their intention to make an application for a Warrant of Entry under the Rights of Entry (Gas and Electricity Boards) Act 1954, to the Magistrates Court to enter the premises and fit a Pay As You Go meter to assist you to manage your debt and future energy usage.

If you would benefit from additional assistance with your account, please be advised that:

- Energy providers offer Priority Services Registers to ensure that energy consumers in need of particular support receive this
- There are a number of free money advice firms who can provide you with free, impartial assistance with your accounts, such as StepChange Debt Charity - you can contact them on Freephone 0800 138 1111 or online at www.stepchange.org
- If life circumstances, illnesses or other problems are making it more difficult for you to manage your energy supply, please let us know – we are well positioned and prepared to provide the support you need
- There are a large number of schemes to help in the prevention of fuel debt, including social tariffs, support schemes offered by suppliers, the Fuel Direct scheme for recipients of eligible benefits and energy saving advice – please contact our team for more information

Yours sincerely,

Debra Iredale

Head of Customer Engagement

Registered Office:
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24 George Square
Glasgow
G2 1EG

Online:
contactus.arvatofs.com
www.arvatofs.com
Registered in Scotland
SC582403

Calls may be recorded for training and quality assurance purposes
Complaints: We adhere to a stringent internal complaints procedure.
In the event of any dissatisfaction please telephone us or email contactus@arvato.com
Authorised and Regulated by the Financial Conduct Authority for consumer credit and insurance mediation activities only