

PRIVATE AND CONFIDENTIAL

Europe Copper Limited
483 Green Lanes
London
N13 6BS



Have a query or need copy documents?
Visit my.controlaccount.com

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Your Controlaccount reference number

4508470

Give us this number when you contact us online or by phone

Our Client

DHL International (UK) Limited

Our Client's reference number

AVM0774892

Amount to pay

£67.75

Pay your account online at
pay.controlaccount.com



See over for other ways to pay.

Company Registration Number:

2765607

VAT Number:

945 7589 64

Registered Office and Correspondence Address:

Compass House
Waterside
Hanbury Road
Bromsgrove
B60 4FD

Urgent - Attention Required

Further to our previous correspondence and your subsequent payment against overdue invoice(s) we would draw your attention to the statutory Late Payment Fee and Interest which you have omitted to settle.

These fees have been applied in accordance with the Late Payment of Commercial Debts (Interest) Act 1998 and settlement is required within the next seven days.

Failure to settle the above sum leaves open the option for us to issue a claim in the County Court for recovery of the outstanding amount. Should the Court issue Judgment against you it may have a detrimental effect on your credit rating and your ability to obtain credit in the future.

The provisions of this Act require no VAT invoice to be raised for such charges and we suggest that this letter be used for any internal accounting purposes.

We reserve the right to refer to this letter should proceedings be necessary and a question of costs arise.

Your account may remain on credit stop until payment has been received. Failure to pay will also lead us to advise our client that they should apply a full credit review before considering future trading.

Ways to pay

As we are now dealing with your account you must not make any payments to our Client. This will also ensure our records are up to date and prevent any unnecessary actions.

Whichever way you pay you will need your Controlaccount reference number to hand.

Online

You will need your:

Go to pay.controlaccount.com

- Controlaccount reference number
- payment card details
- or PayPal account details

By credit or debit card by phone

You will need your:

Call our automated payment line on **01527 386597**

- Controlaccount reference number
- payment card details

By internet / telephone banking

Pay Controlaccount Client Account

• **Bank Name:**

Natwest
Church Green House
Redditch
Worcestershire
B98 8DG

Quote your Controlaccount reference number as your payment reference

You can also use these details to make a payment at any High Street Bank

• **Account number:** 85093688

• **Sort code:** 60-04-05

By post

Please note:

1. Make your cheque / postal order payable to "Controlaccount"
2. Write your Controlaccount reference number on the back
3. Send it to: Controlaccount, Compass House, Waterside, Hanbury Road, Bromsgrove, B60 4FD

If you need a receipt, please include a stamped self-addressed envelope (or provide a secure email address)

If your cheque is not paid by your bank we reserve the right to charge a £25 (+ VAT) administration charge

Cash

Please don't send cash in the post. If payment in cash is your only option we recommend that you use Royal Mail Special Delivery (or Registered Post).

How we process your data

Our Privacy Notice, together with other documents referred to in it, sets out the basis on which personal data that we hold on you, or that you may provide, will be processed by us. Our Privacy Notice is accessible at my.controlaccount.com

FAQs

Who are Controlaccount?

We are a credit management company and are members of the Credit Services Association adhering to their code of practice. Our membership number is 023 and further information can be found at www.csa-uk.com

Controlaccount work with clients to recover outstanding monies owed to them.

What if I can't pay?

Call us or log into my.controlaccount.com to discuss options available.

What if I've already paid?

If you think you may already have paid this debt then please visit my.controlaccount.com to provide proof of payment, via our secure website.

How else can I contact you?

You can discuss your account online via our chat service at my.controlaccount.com.

What happens if I ignore your letters?

Ignoring our letters could lead to further action to recover the outstanding amount. It is important you make contact with us so we can work with you and help you find a solution to bring your account up to date. If you do not owe the money, you need to tell us as soon as possible.

Will this affect my credit file?

Not if you agree payment with us and pay your debt by an agreed date. However, if we don't receive your payment as agreed, we could start formal legal proceedings. If our client is granted a County Court Judgment, details of your non-payment would be included in the public Register of Judgments. Because this Register is used by Credit Reference Agencies and credit companies, you would find it hard to get credit for 6 years.

Can I manage my account online?

Yes. Go to my.controlaccount.com making sure you have your Controlaccount reference number to hand.