



15 February 2019



22 FEB 2019

MR. SIMON ERATH  
FLAT NO. PLATINUM SKODA  
. LOWER BRISTOL ROAD  
BATH  
BATH  
BA2 3DN

000218

Account number: 7033180276

Dear customer,

### Your account has been suspended

We've had to suspend your account as you currently have an overdue balance of £245.23.

We'd like to remind you that payment is due immediately.

#### How to pay

Making a payment is easy - just follow one of the steps below.

- **Pay by phone**  
Call 191 (free from any Vodafone mobile) or 0333 304 0191 from any other phone (standard call charges apply).
- **Pay online**  
To make a payment online simply login at [vodafone.co.uk/myaccount](http://vodafone.co.uk/myaccount) and select 'Make a payment' in the My Vodafone menu.

#### Struggling to pay?

It's still really important you contact us so we can agree a plan to clear your overdue balance. Please call our specialist care team on 0333 304 0965 they're available every day from 8am to 8pm (standard call charges apply).

We'd like to reassure you that we've worked with many of our customers to arrange payment plans that work for them and we're really keen to work with you too.

#### What happens next?

If we don't hear from you we'll need to start activity to collect the outstanding balance. This process will involve us reporting your debt to credit reference agencies, which may make it difficult for you to get loans, credit cards and other phone contracts in the future.

Yours sincerely

Neil Blagden  
Customer Service Director

Ref: COLPCAN.V4

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[vodafone.co.uk](http://vodafone.co.uk)

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