

**bpo**  
collections



09001\_3093164010<1785>\_S891-PK890/LL  
8901781/1/14283667

31600 A  
316A

Miss Ashley Young  
26 Dunvegan Drive  
Falkirk  
FK2 7UG



Date: 23rd January 2026

Dear Miss Ashley Young

Contact us so we can manage your overdue Virgin Media bill

We've tried to contact you about your overdue Virgin Media bill.

We know there are many reasons why someone might not pay a bill and we'd like to understand your circumstances so we can help you manage this better. You can also pay in affordable installments. Ignoring this bill may impact your credit rating. Other companies could see information about the amount you owe and the way you pay our client. This could affect your ability to obtain credit or services from other providers in the future. Getting in touch is the first step in taking control of the situation - we can help you with that. Our experienced agents are available to listen to any challenges you may be facing which may affect your ability to fulfil your financial obligations right now.

Please call us on 0141 846 2076 to talk to us or, if you prefer to make contact online, then visit our website [www.bpocollections.co.uk](http://www.bpocollections.co.uk).

**More help is available**

You can also contact one of the organisations offering free, impartial advice listed on the reverse of this letter.

Yours sincerely

BPO Collections Limited

1-1 4801411  
1171000 080

BPO Collections Limited, Marina Quay, Dock Road, Ardrossan KA22 8DA. We're registered in Scotland (SC295285) and authorised and regulated by the Financial Conduct Authority for accounts formed under the Consumer Credit Act 1974 (amended 2006). FCA Firm Reference Number 712058. To view our Privacy Policy please visit [bpocollections.co.uk/privacy](http://bpocollections.co.uk/privacy).



Access your account online.

Visit [www.bpopay.co.uk](http://www.bpopay.co.uk) where you can pay in full, set up an affordable payment plan or chat to an agent.



**0141 846 2076**

Monday-Friday 8am-8pm and  
Saturday 9am-4pm  
You can also email us at [contact@bpomail.co.uk](mailto:contact@bpomail.co.uk)



**23rd January 2026**

# **Your BPO reference 137933830**

You'll need this whenever you get in touch with us.



**Your original account**

Company: Virgin Media  
Account number: 11225625307

**What you need to do**



**Make a payment 24/7**

Visit [www.bpopay.co.uk](http://www.bpopay.co.uk) or call our automated payments line



**Set up a payment plan with Budgie our FREE online affordability tool & benefit checker**

In just a few minutes, use our free online affordability tools to work out how much you can afford to pay.

**Millions of people are missing billion in benefits.** You may be entitled to £100's of benefits you were unaware of, which may change your finances significantly.

Visit [www.bpopay.co.uk](http://www.bpopay.co.uk) 24/7

Turn over for other ways to pay →

