



1&1 Internet Inc.
701 Lee Road
Suite 300
Chesterbrook, PA 19087
USA

Mr.
Coop Sur Généreux
4518 Av Papineau
Montreal, QC H2H 1V3

Date: 06/24/14
Customer ID.: K126027789

Customer Service

E-mail: billing@1and1.com
<http://www.1and1.ca>

Payment reminder

Dear Coop Sur Généreux,

We contacted you regarding a declined payment or an expired credit/debit card and have not yet heard back from you. Our records indicate that there is an unpaid balance in your 1&1 customer account K126027789 as listed below.

Invoice ID	Invoice Date	Currency	Amount	Net Due Date
380096243 document	05/26/14	CAD	107.64	05/27/14
Total amount due:		CAD	107.64	

In accordance with our Terms and Conditions we will place a temporary freeze on your 1&1 package(s) in 7 days unless we receive payment in full.

If your package(s) are frozen it may take up to 1 business day to reactivate them once the matter is resolved.

Please be aware that if this matter is not resolved, you may be sent to a debt collection agency. If the account is sent to a debt collection agency an CAD 18.95 charge will be added to the unpaid balance.

Mr.
Coop Sur Généreux

Date: 06/24/14
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To verify or update your payment details, please go to <https://admin.1and1.com>

1. Log in to the Control Panel with your customer ID or a domain name from one of your packages and your password.
2. On the 'Account' page, click on 'User Settings' > 'Payment Method' and select the payment method that you are currently using.

If you are using a credit card, select 'Credit Card' and proceed as follows:

Check that your payment details are correct. If they are correct as is or if you re-enter the same credit card details, please send a reply to this e-mail confirming that you have checked the current information and no update on your part is required. We will then charge the outstanding balance to your credit card.

If your payment details are incorrect or outdated, please update your information and click on 'Save'. There is no need to contact 1&1 as a new debit will be attempted automatically.

If you are using a PayPal account, please select PayPal and then click 'Go to PayPal'.

Log into your PayPal account and verify your data under 'My Account Profile'.

Please make sure you have checked and updated the credit/debit card details in your user settings before contacting our billing department.

If you have any questions, you can e-mail us at 1&1 Internet Inc. <billing@1and1.com>.

Or you can reach us Monday through Friday (except holidays) 9am to 5pm EST at 1-877-300-8316 when calling from within the US or Canada. International customers can reach us at 1-610-560-1621. Your normal long distance calling rates apply.

We will be glad to assist you in clarifying any questions you may have.
Thank you in advance for your prompt attention to this matter.

Sincerely,

Your 1&1 Team
www.1and1.com