



What is allpay Internet Payments

Allpay Internet Payments is a secure online payment facility to accept, authorise and process payments for you. This service is provided by allpay Ltd on behalf of Sadeh Lok.

Who can I pay?

allpay Internet Payments enables you to pay your bills to a variety of organisations including Housing Associations, Local Authorities, Magistrates' Courts and Credit Unions.

How much can I pay?

You can pay any amount between £1.00 and £4,000 in one transaction.

What do I need to use allpay Internet Payments?

To use allpay Internet Payments you need a 19 digit Payment Reference Number. A Payment Reference Number can be found on an allpay issued magnetic swipecard which looks like a credit/debit card and usually has the name of the organisation to whom you are paying your bills or on a bar-coded bill.

New residents will receive an allpay swipecard from Sadeh Lok upon commencement of their tenancy. Existing residents can request an allpay swipecard by calling Customer Services on **01484 435715**, choose option 1 or by emailing customerservices@sadehlok.co.uk. Provide the Customer Services team with your full name and address and they will order a swipecard for you and have it posted out to your address.

Since your payment card or bar-coded bill have no monetary value, you will also need a credit and/or debit card. allpay Internet Payments also requires users to have JavaScript and Cookies enabled on their computers.

Which types of credit/debit card does allpay Internet Payments accept?

allpay Internet Payments accepts MasterCard, Visa, Delta, Switch (Maestro) and Solo cards.



What if I am experiencing problems?

You can contact allpay directly by emailing **internetpayments@allpay.net** or telephoning **0844 557 8318** between 9:00am and 5:30pm, Monday to Friday.

How safe is the information I enter?

allpay take your security very seriously. You can check you are in a secure site by looking at the address bar at the top of the screen. You will see 'https://'. The 's' means that the site is secure.

You will also notice a Padlock symbol displayed on your browser window which means that you are using a secure site. This position of the Padlock symbol differs between browsers but it is usually at the bottom right hand side of the browser window or at the top next to the address bar.

We recommend "strong" passwords and provide a number of guidelines throughout the site.