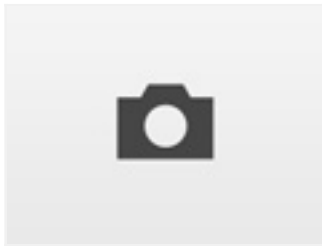


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Payasyougopost reviews

Bad 1.8 from 0 - 10



[Review company](#)

21 reviews on Trustpilot

Latest review 12 days ago

Reviews

About

Paul Shuff

1 Review



Published 22 October 2015

Total scam - avoid at all costs

I paid £60 to take out a mail handling package with them at the beginning of June with mail to be scanned and emailed and haven't received a single thing from them apart from an email saying that I needed to pay more money to extend my service!! I realised after two weeks that this was a scam and so switched to a reputable company. I have reported to Trading Standards and will be visiting their offices shortly to try and retrieve mail. I can't believe that they're still allowed to operate, they are obviously a total scam and I look forward to them being prosecuted by trading standards.



PJ

6 Reviews



Published 19 October 2015

Totally Useless

Signed up, paid £50 for the annual service, they returned my mail to sender claiming that I had not set up the account properly. When I urged them to extend the service (which I'm now concerned never existed in the first place reading these other reviews) due to lack of services rendered they refused stating that I have been using the service. Stay well away.



George A

4 Reviews



Published 07 October 2015

Biggest Scam

On 27/10/2014 I did purchase from address123.co.uk a UK address in order to receive some letters.

I did pay £60 (for medium user services) but the next day I changed my mind and emailed the company in order to cancel the transaction according to their money back warranty. [Money Back Guarantee at Address123.co.uk, customer satisfaction is very important to us. That's why if after signing-up with us you decide the service is not for you, we'll happily refund 100% of your money (within 14

days)].

Three days later I did sent a recorded letter to them requesting cancellation of the service.

The letter and the email were totally ignored.

I did contact several times the customer services number that did charge a premium rate of 50p per minute + network charges.

Totally over the year all calls to the premium 0907 number did cost me over than £12 , and every time I called the response was the same : someone will call you back as soon as they are available , please leave your details with us.

Then I did contact the citizen's advice consumer service for advice. According to their advice I did write two more letters to the company that were received and signed for but were totally ignored.

Surprisingly there was no call returned until today or response to any of the letters or email being sent.

Finally I have decided to take the company to the small claims court.

After sending to their address the relevant paperwork they did refuse to sign for the letter, and claimed that their address has been changed.

Few days ago I did receive an email from that company in order to renew their services, with the address of the company remaining the same as before.

At the moment I am on the process of sending last bits of paperwork to the court.

My advice is please avoid purchasing any services from this company as they are a total scam.



RP

2 Reviews



Published 13 August 2015

SCAM!

I signed up to the £15.00 service at this company with a view to using the arranged collection service. Having had some post delivered, I attempted to arrange collection by email but my emails were not responded to. I then tried by phone and was given an 0907 number with a £6 connection charge and a £3.60/min call charge on top! This service does not work and is a fraud. I will be reporting them to trading standards



Evon Wilks

2 Reviews

Published 31 July 2015

Regarding payasyougopost

Very very very very very very very very very very bad
bad bad company stay away i spend £300 on phone call
and no respose i send 120 email no redponse they are the
wirse company you just wast your money and they take your
mail and used it everyone stay away from them
payasyougopost stay clair from them ok or else you will
make a big big mistake



Marcus Stafford found this review useful

The Conductor

3 Reviews



Published 21 June 2015

PayAsYouGoPost do NOT foward your mail

I signed up to their cheapest service for £15 which gets you
15 pieces of mail forwarded each year. I assumed there
would be some sort of web management where I could log
into my account and see when mail arrived or get an email
notification at the least. There's no web management
system whatsoever, you have to call them on a premium

rate number to check if you have mail or to do anything else. Fair enough I suppose, I'll just communicate via Email them but Emails NEVER get responded to.

Even worse is that I sent a few pieces of mail to my box to check that the service works. I NEVER received my mail. I phoned them and they said no mail was ever received by them!

I phoned them once on the premium rate number and the first thing I said was I wanted to speak to someone in charge please regarding a refund. The woman said before she could do that she'll have to take my details such as my email address and address, etc. So after spending several minutes doing that she then said that she would get someone in charge to phone me back (I asked when that would be and she didn't know)!. That's not what you said love, you said you would pass me through to someone in charge NOT get them to call me back. If you had told me that first I wouldn't have continued the call.

Warning: They are very polite and apologetic when you call them but this is just to STALL YOU into staying subscribed for as long as possible. I paid via Credit Card so what I should have done is do a chargeback within 3 months but I didn't. So can't get my money back at all. I also tried contacting PayATrader who are the payment processor but they just forward my complaint to PayAsYouGoPost who if you're lucky will ask you why you want a refund even though I already specified why to PayATrader. When you tell them

they NEVER reply back to that email.

I've called multiple times asking to speak to someone in charge regarding getting a refund. Was told someone would call me back DEFINITELY TODAY and they never did call me back that day or any day thereafter!

So basically they do NOT provide the service you're paying for.



Marcus Stafford found this review useful

**Mark Gray Admin
Officer (Ecas)**

1 Review



Published 17 June 2015

PAY AS YOU GO POST 67-68 HATTON GARDEN (DON'T DO IT)

THIS IS THE VERY WORST OF THE WORST MAIL
SERVICE ? BEING BEING A WORD THAT SHOULD ONLY
BE USED A A COMPANY THAT KNOWS WHAT THE WORD
SERVICE IS.....
THEY NEVER SEND YOUR MAIL ON DAILY AS YOU
REQUEST. THE NEVER RESPOND TO YOUR EMAILS, AND

THE NEVER DEAL WITH YOUR ENQUIRY ON THE PHONE
AND ONLY WANT TO DIRECT YOU TO THERE 61P A MIN
THAT ONLY TAKEN BY A CALL HANDLING AGENT THAT
ONLY PASSES THE EMAIL THEY HAVE TAKEN TO PAY AS
YOU PAY GO POST, AND THEY NEVER RESPOND. PAY
AS YOU GO POST IS A SCAM AN SHOULD BE CLOSED
DOWN ALL THERE INTERESTED IN IS TAKEN YOUR
MONEY AND NOT PROVIDING A SERVICE, DO NOT USE
THE SO CALLED SERVICE WE WILL NOT BE USING THEM
EVER AGAIN. AND WOULD STRONGLY ADVICE ANYONE
THINKING OF PARTING WITH THEY CASH DON'T BOTHER
THEY HAVE A POST BOX OUTSIDE THERE FRONT DOOR
NOT AS THEY HAVER TO TRAVEL FAR TO REDIRECT IT, I
JUST GOT OFF THE PHONE WITH A GUY THAT SAID YOU
CANT COLLECT YOUR MAIL IN PERSON, BUT LOOKING
AT THERE ADD IT SAYS YOU
CAN!, IT SEEMS THAT ALL THE PEOPLE THAT PICK UP
THE PHONES ON THE FIRST NUMBER ONLY HAVE TIME
FOR YOU IF YOU ARE PARTING WITH CASH THEY HAVE
THE TIME TO SPEAK WITH YOU IF ITS NOT ABOUT
TAKING YOUR CASH THEY WILL DIRECT YOU TO THE
OTHER PHONE NUMBER THEN THEY ARE HAPPY TO
DEAL WITH YOUR CALL TAKING YOU STEP BY STEP
THROUGH SECURITY ASKING YOU ALL THE QUESTIONS
YOU HAVE GIVEN THEM, THIS IS TAKEN BY ANY MEMBER
OF STAFF FROM OUTSIDE PAY AS YOU GO POST CALL
HANDLING CENTRE
AND YOU CAN HEAR THEM TYPING YOUR SECURITY
INFORMATION TO BE SENT TO PAY AS YOU GO POST
STAFF THIS HAS COST YOU £4.88p AND YES YOU GOT

IT KNOW ONE CALL YOU BACK OR EVEN A EMAIL



2



Marcus Stafford and Scott found this review useful

Martin Oliphant

3 Reviews



Published 15 May 2015

avoid at all cost

All I wanted was a couple of bits of mail per year, ive sent myself 1 letter and the other letter I was waiting on, 4 weeks in no post 4 phone calls at 61p per minute one call back from them promising my post another week gone by and still no post just another frustrating phone call.



1



Marcus Stafford found this review useful

Paul Gwilliam

1 Review



Update to my previous review.

After contacting payatrader and trading standards I did finally get a refund (but I probably paid the same amount in premium call charges anyway which I didn't get back) HOWEVER they found a review website and created a fake review about my business (under an fake alias) making up false accusations that they had paid money to my company and that we had ripped them off, accusing my business of being con artists etc! How do I know it was them? I hadn't even begun trading at the time so hadn't had any customers yet and they post was 30 mins after I had tried to track down the owner of the business (who may or may not live abroad). They also posted my personal address on the site which they had gleened from companies house. Unbelievable really.



Marcus Stafford found this review useful

John
1 Review



Published 14 April 2015

Avoid.

AVOID. I've just been ripped off by this company. No post was delivered, and now they're asking me to renew before 12 months has even passed. They also have a ripoff telephone support hotline that charges 61p a minute.

Also beware they trade under various aliases, 1stsecretarial.co.uk themailservice.co.uk and others. They are just scam artists though, and use the multiple domains to avoid people finding bad reviews before they sign up.



Ani Jackson and Marcus Stafford found this review useful

Concernedreviewer

1 Review



Published 14 April 2015

Updated 20 April 2015

**PLEASE READ BEFORE SENDING ANY
MONEY**

I needed a registered address quickly so signed up with these guys without doing any due diligence.

After not hearing from them 4 hours after signing up, I choose to go with another company.

I eventually received an email from them over 6 hours from the time I signed up. I kindly requested a refund in accordance with their website terms and promise of a 14 day 100% money back guarantee.

I did not hear from them. I tried calling them and kept getting passed off by the call center their calls are directed to. Messages were taken but no calls were returned. Eventually I contacted "Pay a Trader" who are the payment portal they use to receive payments.

I received a call from "Pay a Trader" saying they would contact Payasyougopost regarding my refund.

Eventually I received an email from Payasyougopost asking me why I requested a refund.

I explained the reason why and they simply said as they responded to me within 6 minutes (a lie) and my reason for a refund was because I had not heard from them so went to another company, I would not be getting a refund.

And that was it, they went back to not corresponding to any emails or calls.

After reading several other reviews of this company I realize I was an idiot by not doing my due diligence. Sometimes we forget in this internet age that not every company out there is honest.

Learn from my lesson and please do not send Payasyougopost any money, there are a lot of other companies offering a similar service do your research and go with one of them,



Marcus Stafford found this review useful

Paul M
1 Review



Published 22 February 2015

Have I been conned?

Attentive communication by email only for the first month or so, then random emails requesting renewals (I am not due for renewal until mid year). Emails are not responded to and I refused to use their premium customer phone line.

I have requested a day to pick my mail, but so far no

confirmation from this company. Like the other reviewers, this company should be avoided at any cost. The only action left for me would be to report this company to the relevant UK authorities.



Marcus Stafford, John and Ani Jackson found this review useful



Sorin Ionuț Sbârnea

Cambridge, GB

2 Reviews



Published 20 February 2015

Worked well only for less than a year

After this they stopped replying to email and introduced a scamming support number that takes 0.61£/min. Mail not being delivered, nothing...



Marcus Stafford found this review useful

Paul Gwilliam

1 Review



Published 05 February 2015

I have been conned

Took my money. Didn't get any log in details. Tried to get a refund but I had to phone a 60ppm premium rate number to get it. After stringing out the call they said that someone would phone back - no call. Reported to trading standards.



Marcus Stafford, John and Ani Jackson found this review useful

James B

1 Review



Published 27 January 2015

Updated 27 January 2015

It's a CON

Took my money. No mail recieved at all.
I even sent test mail to myself nothing was forwarded.
No admin at home - they didnt even reply to any enquiries.

I think its a major con. Someones on the beach somewhere ordering cocktails while we are stressed from our lost mail. I hope they choke on the pineapple chunk.



Marcus Stafford, John and Ani Jackson found this review useful

Vinay P
2 Reviews



Published 12 January 2015

Plus one to all other reviews

A couple of weeks after I signed up for their annual plan, I got an email asking me to renew my subscription. I wrote to them explaining the situation, and am yet to receive a reply from them. They're really poor at responding to customer email.

I've always had to prod them to send me any mail they've received on my behalf. They kept refusing receipt of any mail for months, and suddenly one day they sent me 5 pieces of mail they'd received on my name.

PLEASE AVOID.



Marcus Stafford, John and Ani Jackson found this review useful

William G

Edinburgh, GB

5 Reviews



Published 03 January 2015

Updated 03 January 2015

DON'T USE the Payasyougopost COMPANY!!

Had an envelope sent to them. It never arrived. Made several email enquiries via the customer service. I am sure I received some mail!! Got a short reply once every 3 e-mails. They misplaced my payment. Didn't even give me a decent confirmation of my payment and subscription. Then afterwards no replies any more.

If you call you get an answering machine stating to call a 09-number for enquiries: To sum it up: Package stolen. Subscription fee lost. Service note - 5.00!! Scammers

DON'T USE THIS UNRELIABLE COMPANY



Marcus Stafford, Vinay P, John and Ani Jackson found this review useful



Winston Winston

2 Reviews



Published 08 December 2014

Just not worth the hassle

I am also disappointed with this company. I just use the straight forward personal collection from their office as a 12 month trial with the original intention to expand it.....BUT,

- 1) They do not answer emails.
- 2) When answered about an appointment they suggest within an hour of their written email....when I am nowhere near their office.
- 3) Once attended the multiple pigeon holed office building where they are located they do not answer their 1st Secretarial intercom.
- 4) Once I get into the building, via someone else leaving/arriving for another company, it's a bit like talking to

a child with a tantrum behind their locked bedroom door.
"You need to make an appointment. I cannot open the door."

5) On getting entry into their tiny boxed reception/office the place was full of an assortment of mail on the floor, cupboards, desks etc.

I guess 'management' are hiding in the room next door as the 1 or 2 young ladies left to deal with me did not seem to know anything about my many emails wishing to know if there was any mail for me and to make an appointment.
.....or, I am being told "I emailed you" (my reply "which never arrived that's why I am at your door right now").

As sweet as they may have been, it does not remove the fact this company have taken on more than they can chew.

A great idea, great price, in a great location.....run by idiots.



William G, Marcus Stafford, Vinay P, Sorin Ionuț Sbârnea and Ani Jackson found this review useful

Marcus Stafford

1 Review



Unprofessional, untrustworthy and unreliable.

Their post forwarding service is nothing more than sticking a label (or more likely writing on the envelope) and throwing it back in the post. Not only is this not what we paid for, it's denying Royal Mail of the correct postage.

This works a few times until Royal Mail notice and then withhold the mail pending the correct payment - as they should do. Also, if you get a letter which is slightly heavier than normal post it gets picked out by Royal Mail (as it doesn't have the correct postage on it) and you have to travel to the sorting office and pay a fee to have it released.

Payasyougopost simply don't care about this extra hassle and cost. Emails go unread and ignored. Phone calls are only through a premium rate number. I'm hoping that a personal visit shortly will reap some results.

In short - avoid.

20/08/15 update - They have written to let me know that "...we are no longer offering the option to collect post from our offices in London." I wonder if the many angry people turning up had something to do with this.



William G, Winston Winston, Vinay P, Darlene dL and Ani Jackson found this review useful

Pete

2 Reviews



Published 22 October 2014

Updated 22 October 2014

PAY AS YOU GO POST aka 1st Secretarial are a RIP OFF BEWARE

There are four levels of membership and they forward on any mail to you by simply sticking an address label over the existing address so they do not even incur extra postage though they do charge as if they did. We chose the low user option at £30 a year and up to 30 letters redirected a year. If you exceed usage you are then expected to top up before the end of the year. We used 5 letters out of 30 in 4mths and they then sent an email requesting more money for renewal. Ignored my emails and only have a premium rate number to contact them which they also trap you into a messaging system which costs dearly. Its a scam and far worse once you are entrapped in their system you will lose

all your mail unless you cough up the extortionate rates.
KEEP AWAY and report them withholding your mail to the
police because it is an offence and illegal.

They also operate under the guise of 1st secretarial

Pay As You Go Post is a division of 1st Secretarial Ltd |
Company Registration Number: 07823009
Registered Office: 67-68 Hatton Garden, London, EC1N 8JY
MLR Registration Number: 12659565 | Data Protection Act
Number: ZA019556



4



William G, Marcus Stafford, Winston Winston and Ani
Jackson found this review useful

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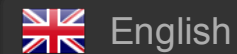
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