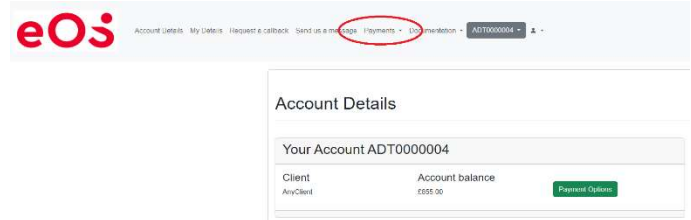


## Accessing the Income and Expenditure Form.

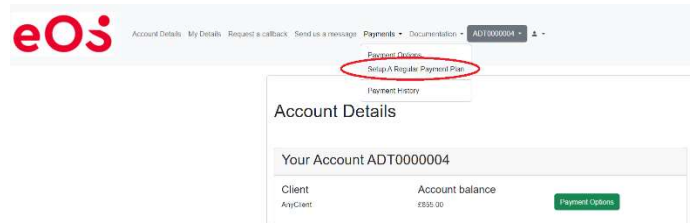
You can log into your account on the Self-Service portal. The details on how to access the portal will have been supplied in correspondence you will have received from us. If you do not have these details, please call us on 01925 816626 or email [contact@eos-solutions.uk.com](mailto:contact@eos-solutions.uk.com) and we will be happy to provide these.

If you are not currently on a payment plan, then please follow these instructions:

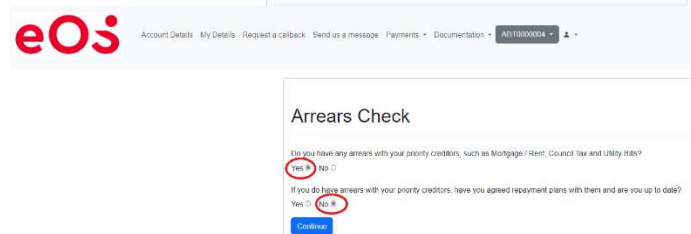
1. Click on “Payments” on the task bar.



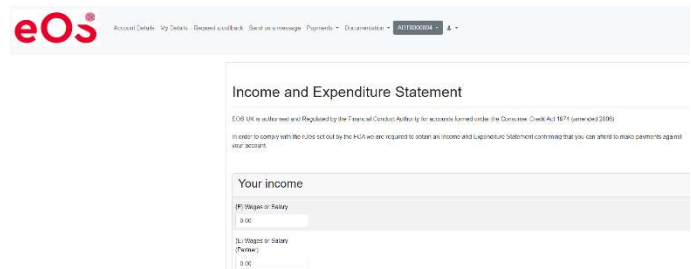
2. Click on Setup A Regular Payment Plan



3. The “Arrears Check” will pop up. The first question must be answered as “Yes” and the second as “No” before clicking on “Confirm”



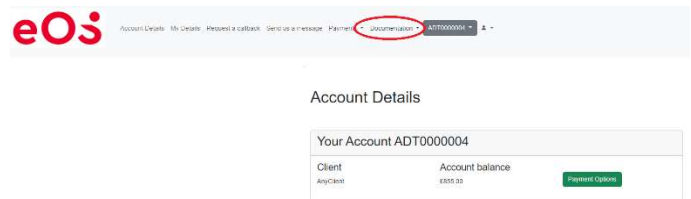
4. The I&E will appear as long as the previous questions were answered as instructed.



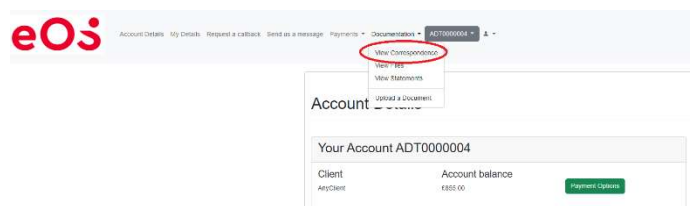
## Alternatively

You may have received communication from us which will have had an I&E attached. This can be viewed and downloaded from Documentation tab on the task bar.

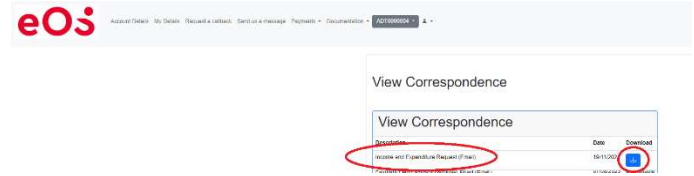
1. Select “Documentation”



2. Click on “View Correspondence”.  
This will provide a list of all Correspondence EOS UK have sent to you.



- From here you can select the Income and Expenditure Request Email or Letter and download it in PDF format.



You can then print the form and complete it.

You can then return the completed form back to us by:

- post to EOS Solutions UK Plc, Lytham House, Kelvin Close, Birchwood, Cheshire, WA3 7PB
- sending a scanned copy of the form to [contact@eos-solutions.uk.com](mailto:contact@eos-solutions.uk.com), or;
- upload the scanned document via the Customer Self Service Portal