

## MyRuby – Virtual Office

MyRuby provides a London virtual office solution that is ideal for any business looking for the services of an office, without the associated commitment and overheads.

**Our package includes the following three core services:**

- The use of the following London, West End address:  
"Your Company Name", 78 York Street, London W1H 1DP
- A London (020) number which can be diverted to any landline number
- A telephone receptionist to answer your phone calls in your company name and send messages to you via email and/or text

Each service is available separately, or as a package at a 25% discount. A £100 deposit is payable against any of the individual services or the package listed below.

Mail Service	Monthly Fee
Mailing Address	£40 + VAT
Postage	At cost + handling Fee of £1.50 + VAT each time mail is forwarded

Telephone Service	Monthly Fee	Inclusive Calls
London 020 Number	£10 + VAT	Free to landline
Answering Service (Calls answered in your Company Name)	£70 + VAT	*25 Answered Calls

Complete Package	Monthly Fee
Includes: - London Mailing Address - London 020 Number - Answering service	£95 + VAT (Discounted by 25% on the combined cost of £120 + VAT for each individual service)

\*N.B Sales calls are not charged for.

**In addition, the following benefits are offered as part of the Telephone Answering Service:**

- Call Patching Service
- Email and/or SMS Message Notification Service
- Out of Hours Voicemail Message Service

## Additional Costs

Calls over your inclusive number of 25 answered calls per month are charged at £1.15 + VAT per message. Calls patched to a Landline or Mobile Number are charged at standard BT rates. SMS messages are charged at £0.07 + VAT per text.

## Conditions of service

- A £100 on account payment is charged on sign up and is secured against any future billing for our services.
- To comply with section 75 of the London Local Authorities Act, which sets out the terms on which mail forwarding services can operate within London, we will require you to provide proof of identity before provision of this service. Please check the list below for acceptable forms of ID.
- Payment for all services must be made on the 15<sup>th</sup> of each month via direct debit from a UK bank account or via pre-authorized credit card payment.

## Acceptable Proof of Identity

One document from each of the lists below is required. All documents can be scanned and emailed to [ruby@myruby.co.uk](mailto:ruby@myruby.co.uk) or faxed to 0844 477 3636. Alternatively, photocopies can be posted to MyRuby Limited, 78 York Street, London W1 1DP.

### For the Business:

- Copy of the certificate of incorporation

### And For the Director:

- One from the following:

#### Photo identification

- Passport (photo page)
- Driving Licence (with photocard)

#### Proof of Address

- Gas or Electricity bill
- Telephone bill
- Water bill
- Mortgage Statement
- Council Tax bill
- Bank / Building Society statement (includes credit card and store card bill)
- TV licence
- Valid insurance certificate
- Pay slip
- P45/P60 statement
- Financial statement (e.g. pension, endowment)
- HM Revenue and Customs Notice of Coding