

Your fraud claim

Report a lost or stolen card

Once completed, please print out this form, attach a copy of the statement with the disputed transactions clearly circled with an asterisk (*) or list all disputed transactions in section 5. Please complete the following sections:

- Section 1 in all cases
- Section 2 if the disputed transactions were a result of the card being lost or stolen
- Section 3 if the card was still in your possession when the disputed transactions took place.
- Section 4 must be completed and signed in all cases.

Section 1 – Customer details

Customer name (main cardholder):

Card number (please include all 16 digits):

Card number used for transaction (if not the same card):

Contact phone number between 9am and 5pm:

Section 2 – Lost and stolen cards

Was your card lost?

Yes No

Date of loss:

Details of loss:

Was your card stolen?

Yes No

Date of theft:

Details of theft:

Did you keep your Personal Identification Number (PIN) with your card?

Yes No

Did you keep a separate record of your PIN e.g. in a diary?

Yes No

Have you ever revealed your PIN to anyone else?

Yes No

If yes, to whom did you reveal your PIN?

Was the loss or theft reported to the police?

Yes No

If yes, to which police station:

Crime or incident number:

Officer name/number:

Date of report:

If you have answered No to this question, please be advised if your card has been lost or stolen we have an obligation as a business to report this to the police.

Section 3 – Disputed transactions

Has the card ever been out of your possession other than when handed to a cashier?

Yes No

If yes, please give details:

Could anybody have taken your card, used it and replaced it? (For example, a colleague or family member?)

Yes No

If yes, please give details:

Have you ever allowed anyone else to use your card or card details to make a purchase?

Yes No

If yes, please give details:

Do you recognise the amount and/or date of the disputed transactions but not the name on your statement?

Yes No

If any of the disputed transactions took place abroad, have you visited this country/ these countries in recent months?

Yes No

If yes, please give details:

Thank you for your attention to these detailed questions. This will help us to pursue your case and combat fraud.

Should you have any other information relevant to this case please attach a further sheet. Please now complete and sign the Statement of claim below.

Section 4 – Statement of claim

Declaration and disclosure authority (To be completed by the person named in section 1).

Caution – it is a criminal offence to knowingly give false details or make an untrue statement regarding any of the transactions on your account.

I declare that I am the holder of the card and account in question, and neither I nor any additional cardholder of the account participated in the transactions highlighted on the attached statement. I also declare that I have not divulged my card details or allowed any unauthorised party to use the card in any way. Should any of these transactions subsequently be found to be genuine I hereby authorise and request that my account mentioned above is debited with the full amount of the transactions.

- I hereby authorise you to report to the police or the other appropriate agencies, e.g. HMRC, on my behalf, details of the suspected fraud carried out on my account.
- I authorise you to provide such details of my account to the police or other agencies e.g. HMRC that they may require, including copies of the account ledgers and other documents.
- I authorise you to provide a copy of my signature to any retailer who had processed a fraudulent purchase.
- I authorise you to contact and obtain, if necessary, any records held by other banks/financial institutions in relation to this alleged fraud.
- I authorise you to contact my ISP (Internet Service Provider) in relation to this alleged fraud.
- I understand that witness statements made in connection with the information disclosed may be used in court proceedings.

Signed: (main cardholder)

Signed: (authorised secondary cardholder) (if applicable)

Please sign and return your completed form within 28 days to:

Barclaycard, 51 Saffron Road, Leicester LE18 4US

Once we receive your signed form, you can expect to receive a refund within seven working days, unless we require further information from you, at which point we'll contact you. Should the form not be returned within 28 days, we shall assume that you now accept all the previously disputed transactions as genuine and these will be reapplied to your account. In the meantime, you will not be billed for the queried items and you won't pay any interest or charges for them.

