



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. 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 – Cardholder details

Company name:

Card number:

Card expiry date (if known):

Surname:

First names:

Home telephone:

Business telephone:

Mobile telephone:

Email address:

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 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. Note – we do not require you to provide confirmation of your PIN.

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 (see Section 4).

Section 4 – Statement of claim

Card number:

Name on card:

- a) I declare that the transactions highlighted on the attached statement were not sanctioned by me or by anyone acting upon my authority or with my consent or knowledge.
- b) Neither I nor any employee from my company authorised or participated in these transactions or received any benefit directly from them.
- c) I authorise you to disclose to the police details of this case in order to pursue any criminal investigation.
- d) I understand that this statement may be used in court proceedings.
- e) I am responsible for using the correct email address when sending this document.

Cardholder's signature:

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

email:

noreplyfrauddisclaimersbarclaycard@barclayscorp.com

or by post:

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 any queried items and you won't pay any interest or charges for them.

