



Your fraud claim

Report a card with
fraudulent activity

Once completed, please attach a copy of the statement with the disputed transactions clearly circled. Or list all disputed transactions in section 4. Please complete all sections of the form.

Section 1 – Cardholder details

Company name:	
Company number:	
Deployment ID:	
Card number:	
Surname:	
First names:	
Business telephone:	
Mobile telephone:	
Email address:	

Section 2 – Disputed transactions

Was your card compromised? If yes, please give details:	Yes	No
Did you send your card details by secure email? If yes, please give details:	Yes	No
Did you provide the card details via the following channels?		
Over the telephone?	Yes	No
Internet/Ecommerce?	Yes	No
Email?	Yes	No
Precisionpay?	Yes	No
Have any of your deployers shared their login details with anyone?	Yes	No
If yes, was this the result of a phishing call? If yes, please give details:	Yes	No

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 3).

Section 3 – Statement of claim

Deployment ID:

Name on card:

- 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.
- Neither I nor any employee from my company authorised or participated in these transactions or received any benefit directly from them.
- I authorise you to disclose to the police details of this case in order to pursue any criminal investigation.
- I understand that this statement may be used in court proceedings.
- I am responsible for using the correct email address when sending this document.

Cardholder's signature:

Please sign and return your completed form within 15 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 your fraud case to be closed 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 15 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.

