

Useful numbers

Customer Service Helpline

Call: **0800 161 5305**

Lost Card Replacement in the UK

Call: **01604 230 230**

Next Generation Text (helpline for the deaf)

For sending messages via Next Generation Text please call: **18001 0800 161 5276**

Travel Insurance Benefit

Claims line: **+44 (0)203 285 7770**

Helpline: **0800 161 5305**

24-Hour Emergency Medical Assistance

+44 (0)203 285 7770

This information is available in large print, Braille and audio, by calling **0800 161 5326** (via Next Generation Text Relay if appropriate).

Barclaycard also welcomes calls via SignVideo for BSL users. For more information visit **[barclaycard.co.uk/accessibility](https://www.barclaycard.co.uk/accessibility)**

Call monitoring and charges information

All Barclaycard customer service lines are non-premium rate numbers. Calls to 0800 numbers are free from UK landlines and personal mobiles, otherwise call charges may apply. Calls to 03 numbers use free plan minutes if available; otherwise they cost the same as calls to 01/02 prefix numbers. Please check with your service provider. 01 & 02 – Local tariff will apply.

Calls may be monitored or recorded in order to maintain high levels of security and quality of service.

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Premier Charge Card



Benefits and services

Your account, your way with Barclaycard online servicing

Discover Barclaycard online servicing, the free, flexible and secure online service that helps you manage your account from your desktop, tablet or mobile.

Designed to fit around you, Barclaycard online servicing means you can instantly see your latest statement and balance, pay your bill how you like, and view the details of your transactions.

Not yet registered? No worries – with your Premier Charge Card and credit limit to hand simply go to barclaycard.co.uk/online and click on the Register button and fill out the registration form to start managing your account your way online.

Travel insurance benefits

When you use your Premier Charge Card to pay the full cost of your travel arrangements, including all travel, transport and accommodation, you're entitled to free comprehensive travel insurance benefits for yourself and your family including winter sports cover[^].

- For travel insurance benefit queries, call **0800 161 5305**
- To make a claim, call **+44 (0)203 285 7770**
- For a copy of the policy (including full Terms and Conditions), go to help.barclaycard.co.uk/brochure/credit_cards/card_benefits

Travel emergency advice and assistance

If you need emergency medical help or advice during your trip, a 24-hour emergency telephone number is available, please call us on **+44 (0)203 285 7770**.

[^]Terms and Conditions apply to all Premier Charge Card benefits.

Helping to protect you against fraud

We'll look out for any unusual activity on your account and contact you to make sure it's not fraudulent.

And it doesn't matter whether a strange transaction is spotted by us or by you. You won't be liable for ANY fraudulent use of your card that takes place without your or any additional cardholder's knowledge. But we do ask you to keep your card, account and PIN details safe. For more details, call us using the number on the back of your card or contact us by Barclaycard online servicing.

Help when you need it most

Wherever you are in the world, you can count on us. Our **Emergency Card Replacement** and **Emergency Cash Advance** services give you total peace of mind if you lose your Premier Charge Card while on holiday abroad.

If you lose your card while you're abroad – don't worry. We can get a temporary card to you within three working days for you to use until you get back. Or, if funds are available within your cash limit on your account, we'll make emergency cash available usually within 24 hours.

Call **0800 161 5308** if you're in the UK, or **+44 (0) 1604 230 230** for help in an emergency abroad.

Contactless payment

Pay by card)))

When it's time to do the weekly grocery shop, or go on the hunt for a birthday pressie (or two), using your card makes it easy to pay online or in-store. Using contactless is even quicker, and wherever you see the contactless symbol you can simply touch and go. Take a look at your statement for details of the contactless limit.

Pay with your phone)))

Paying with your phone means the days of searching for your wallet are long gone. Link your Barclaycard to Apple Pay¹ or set up Android Contactless Mobile² using the Barclaycard app³ or Barclays app³ for quick and convenient payments in next to no time.

General information

Fraud monitoring

You will be liable for £0 in respect of any fraudulent use of your Premier Charge Card provided a) the card is not used fraudulently with either your or any additional cardholder's knowledge b) you or any additional cardholder do not negligently give or provide access to the card, account or PIN details which results in those details being used fraudulently.

Additional information

The Bank reserves the right to vary or withdraw without notice such services or facilities as may be made available to Premier Charge Card cardholders from time to time and are not specifically referred to in the Premier Charge Card Conditions of Use. Any change to the Premier Charge Card Conditions of Use and Tariffs will be notified to you, in writing, at least 30 days before the changes take effect.

Do you have any other travel insurance benefits?

This leaflet doesn't include information about similar travel insurances you may have purchased with a Barclays current account or other banks and building societies. For information on all the benefits you receive, we recommend you familiarise yourself with the full terms and conditions associated with those products.

¹Available on eligible Apple device using iOS 8.3 or above.

²Available for Barclaycard Visa customers with NFC Android Mobiles using an operating system of KitKat 4.4.2 or above.

³You need to be 18 or over to access this product or service using the app. T&Cs apply.