

> Section 1 – Your Details

Title:

First Name(s):

Surname:

Date of Birth:

Home Telephone:

Mobile Telephone:

E-mail Address:

Current Address:

Time at current address:

Previous Address (If within last 3 years):

Time at Previous Address:

Please return your completed form signed within 14 working days to:

Barclays Partner Finance, 51 Saffron Road, Leicester, LE18 4US

Should the form not be returned within 28 days, we shall assume that you no longer wish to pursue the claim and any outstanding balance will be reapplied. In the meantime, you will not be billed for the queried finance.

Thank you.

> Section 1 – Your Details

Employment status:

Employed:

Self Employed:

Unemployed:

Retired:

If you have ticked 'Employed' or 'Self Employed', please continue:

Current occupation:

Length of time with employer:

Business Telephone:

Name of Current Employer:

Current Address:

> Section 2 – Your dispute

Have you lost or had any documents containing personal details stolen?

Yes No

If yes, what date did this happen?

If yes, please give details:

Has the theft of document or this incident of impersonation been reported to the police?

Yes No

If yes, to which police station?

Crime or incident number:

Officers name/number:

Date of report:

Have you had any other identity fraud committed against you recently?

Yes No

If yes, what date did this happen?

If yes, please give details:

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

Should your claim be successful, these details may also be passed onto CIFAS to enable financial institutions to ascertain whether any future applications in your name are genuine.

> Section 3 – Statement of Claim

Finance Agreement Number:

Name:

I declare that the information is completed to the best of my knowledge and that no application for any personal finance via Barclays Partner Finance has been applied for by myself, nor anyone acting upon my behalf or with my consent or knowledge.

I authorise you to take the following steps in relation to the suspected fraud:

- a) To provide information relating to the suspected fraud finance agreement to the police and other law enforcement agencies
- b) To provide a copy of my signature to any merchants who have processed a suspected fraudulent finance application, the police and other law enforcement
- c) To contact, and obtain, any relevant records held by other banks/financial institutions
- d) To contact, and obtain any relevant records held by my ISP (Internet Service Provider)

I understand that this statement may be used in court proceedings.

Signature:

Dealing with your query

Please complete and return the Fraud Disclaimer Pack that we have sent you in full as this will give us the information we need to investigate your concerns.

We will be unable to investigate until you have sent us the information we need, if you need help with completing the forms please contact us on 0800 152 2888 Monday to Friday 9am and 5pm.

We can confirm that we have put the finance account that you are querying on hold for 28 days to allow us time to investigate. This means that no money will be taken from your bank account during this time.

We will usually complete our investigation within these 28 days provided you have returned the forms to us as soon as possible, should there be cause for delay in returning please let us know.

If we do not hear from you after sending you the forms to complete, we will assume you no longer wish to pursue your query and will ensure the finance account has the hold removed after the 28-day period at which point the repayments will be due as confirmed in your agreement.

Once we have completed our investigation we will contact you either by telephone or in writing to let you know our decision and what happens next.

How to contact us

Here's how you can contact us;

By Telephone	0800 152 2888
By Post	Barclays Partner Finance 51 Saffron Road, Leicester, LE18 4US.
By Email	fraud@barclays.com

Additional Support

We can also provide additional support for all customers including those who are experiencing financial difficulties, have learning disabilities or a mental or physical health conditions – you can contact us on 0800 152 2888.

If you are not happy

If you are not happy with the outcome of our investigation you may wish to seek independent advice using the details below or raise a complaint for our Customer Relations Team to consider. They can be contacted on 0800 15 22 888.

Free impartial independent advice is also available

Should you want to ask someone else for help here are the details for the Citizens Advice Bureau

www.adviceguide.org.uk (England & Wales)

www.cas.org.uk (Scotland)

www.citizensadvice.co.uk (Northern Ireland)