

Barclays PPI Complaint Form

For Bank Use Only

Our Reference Number

Your Account Number

If we've written to you about this PPI complaint already, please give us the Reference Number from the most recent letter we sent to you.

Please provide as much detail as possible.

A. Your details

1. You

Title First name Middle name(s) Last name Date of birth / /

Address*

 Postcode/Zip Code/
Country Code

* If you've moved address since the time the policy was taken out, and you have an open account with us, please ensure you update your address on our systems. Otherwise, we may need to verify your identity using information from a credit reference agency, which may involve credit reference agencies checking the details supplied against any particulars on any database (public or otherwise) to which they have access. They may also use your details in the future to assist other companies for verification purposes. This will allow us to complete our investigation and write to you with the outcome. This search is only visible to you, and will have no affect on your credit rating or ability to obtain future credit. This search is automatically removed after 12 months.

Contact Information

We may need to get in touch with you by phone, text, email, or by post. Please provide your contact details below.

This information is for this form only. If you bank with us and need to update your details, you can do so in Online Banking or in branch.

Main number Alternate number

Email address¹

Your PPI complaint outcome

Your PPI complaint outcome will be sent to you via letter to the address indicated above.

Please provide written responses in:

Audio CD Braille Large Print

Alternative format communications will take a little longer to arrive. Please allow up to two weeks.

Personal Circumstances

If you have any personal circumstances we should take into account, please let us know here.

¹ Thank you for supplying your email address. By doing so, you confirm that we can email you about your complaint. Complaint responses may contain information such as transaction details as well as any general details about the complaint investigation.

By providing your email address, you confirm and accept that any emails sent by us to you won't be sent in a secured or encrypted format. The Barclays Group accepts no liability for any damage, loss or disclosure caused by any virus transmitted by this email. E-mail transmission cannot be guaranteed to be secure or error-free as information could be intercepted, corrupted, lost, destroyed, arrive late or incomplete, or contain viruses. Please be aware that if you are sharing a mail account or using a company mailbox, your email could be read by a third party.

Your details (continued)

Previous details

Have you ever had a different last name? For example if you changed name when you got married or by Deed Poll.

Title Last name

Title Last name

Title Last name

If you lived at a different address when you held your product or PPI policy with us, then please let us know.

Previous address 1

 Postcode/Zip Code/
Country Code

Previous address 2

 Postcode/Zip Code/
Country Code

Previous address 3

 Postcode/Zip Code/
Country Code

Previous address 4

 Postcode/Zip Code/
Country Code

Previous address 5

 Postcode/Zip Code/
Country Code

2. Were you living in the UK when you took out your PPI?

Yes No

3. Joint complainant

Yes No If you selected No, go to next section

By completing this section, you are confirming you wish to raise a complaint on behalf of both yourself and the joint product or policy holder. If you only wish to raise a complaint for yourself, even if the product or policy was held in joint names, leave this section blank.

Title First name Middle name(s) Last name Date of birth //

Address*

 Postcode

* If you've moved address since the time the policy was taken out, and you have an open account with us, please ensure you update your address on our systems. Otherwise, we may need to verify your identity using information from a credit reference agency, which may involve credit reference agencies checking the details supplied against any particulars on any database (public or otherwise) to which they have access. They may also use your details in the future to assist other companies for verification purposes. This will allow us to complete our investigation and write to you with the outcome. This search is only visible to you, and will have no affect on your credit rating or ability to obtain future credit. This search is automatically removed after 12 months.

Joint complainant's Contact Information

Main number Alternate number
Email address¹

Your PPI complaint outcome

Your PPI complaint outcome will be sent to you via letter to the address indicated above.

Please tick here if you need written responses in

Audio CD Braille Large Print

If you feel you need additional support or our process needs adapting to suit any particular needs you may have, please tell us here.

¹ Thank you for supplying your email address. By doing so, you confirm that we can email you about your complaint. Complaint responses may contain information such as transaction details as well as any general details about the complaint investigation.

By providing your email address, you confirm and accept that any emails sent by us to you won't be sent in a secured or encrypted format. The Barclays Group accepts no liability for any damage, loss or disclosure caused by any virus transmitted by this email. E-mail transmission cannot be guaranteed to be secure or error-free as information could be intercepted, corrupted, lost, destroyed, arrive late or incomplete, or contain viruses. Please be aware that if you are sharing a mail account or using a company mailbox, your email could be read by a third party.

B. About the Policy

4. What type of product did your PPI cover?

Personal loan Business loan Mortgage Overdraft
Credit Card Loan secured on your home Not sure

5. What area of Barclays was your product from?

Barclays Barclaycard Woolwich Littlewoods
Goldfish Morgan Stanley Egg I dont't know
Other

6. Please provide the following details:

Account number Sort code -
Credit card number XX-XXXX Please only give the first 6 and last 4 digits
e.g. 1234-56XX-XXXX-1234
Policy Number Policy start date

7. How did you take out the policy?

Face to face in a branch Face to face not in a branch Over the phone
Through the post Using the internet Any other

8. If you had any other policy where your personal circumstances were the same as mentioned in this form, you can add the details of that policy too:

If your circumstances were different for the other policy, then we recommend you to complete a separate form for the other policy

C. About your employment and personal situation

9. When you took out the PPI policy, what was your employment status (please choose from the below)

- Full time employed Part time employed 16 hours or more
 Part time employed less than 16 hours Temporary/Agency worker
 Not working/Unpaid work Retired
 Director of a company Self employed
 Fixed term contract Student full time education
 Student part time education – also employed 16 hours or more
 Student part time education – also employed less than 16 hours
 Student part time education – not employed

Any other, provide details

C. About your employment and personal situation (continued)

10 When you took out the policy, how long had you been in continuous employment?

Years Months

11. If you were employed when you took out the policy, please provide details of your job or jobs

Employer name

Your job role From To

Employer name

Your job role From To

Employer name

Your job role From To

Employer name

Your job role From To

(If there are more employment details that you want to add, please provide in section 19)

12. When you took out the policy what was your take home pay?

Amount Per week month year

Please tick the appropriate choice.

13. When you took out the policy, how would you have repaid your monthly borrowing if your salary stopped?

Please ensure you include as much detail as possible in order for us to assess your complaint fully.

Provide details and amounts of any:

- Savings
- Sick pay from your employer including how many months sick pay, whether this would have been full or partial
- Redundancy pay and how many months this would be
- Insurance policies

C. About your employment and personal situation (continued)

14. Did you have any known medical conditions at the time you took out the policy?

Yes No If you selected Yes, please tell us about your condition.

The name of your condition.

Your recollection of what the sales material or sales adviser said about your medical condition and your ability to claim under the policy

You may wish to include your understanding of any policy exclusions that were mentioned during the sale or in the sales material provided.

D. More information

15. Have you ever made a claim on the policy for periods of sickness or unemployment?

Please provide details of your claim. What was the claim for? Was it successful?

E. Declaration

In the event of a refund do you have a specific Barclays account you would like us to credit?

If you're eligible for a refund and currently hold an active Barclays account, we will credit the account details you provide. Alternatively, we can send you a cheque.

Account No.

Sort code --

Finally please read below and sign this declaration.

Thank you for completing this form. To enable us to investigate your complaint, we require you to sign below. Please tick the boxes and sign to agree to the following:

- Where I have provided Joint complainant details, I confirm that they want to make a complaint about the sale of all PPI policies described and they have provided my consent to complete this form on their behalf.
- I confirm that I want to make a complaint about the sale of all PPI policies described.
- I confirm that all the information I've given in this form is true and accurate to the best of my knowledge – and I consent to it being used in the investigation and resolution of my complaint relating to PPI policies described in this form.
- If my details have changed, I consent to an identity check using a credit reference agency – as detailed in the 'Your address' section.
- If I've included an email address and provided consent, I allow Barclays to contact me and keep me updated on the progress of my complaint. I have read, understood and accept the risk associated with the use of email, as outlined. Where I've provided an email address for another party I confirm they're aware of the security risk involved and agree to be contacted via email.
- I consent to Barclays' use of my information in the manner described in this form and Barclays Terms and Conditions for Retail Customers and, to the extent I have provided information relating to others, I confirm that I have their consent – or are otherwise entitled to provide the information to Barclays, to be used in the manner described.

Your signature

Date / /

Joint complainant signature

Date / /

Please return this completed form directly to us either using the pre-paid envelope if supplied or to the address below:

FREEPOST BARCLAYS PPI COMPLAINTS

Privacy policy

The form asks you for personal and financial details relevant to your relationship with Barclays, Barclaycard, Firstplus, First Data, Littlewoods, Woolwich, Morgan Stanley, Goldfish, Egg (each and together 'us', 'we' or 'Barclays'). The Barclays Group uses and retains details you give about yourself and others to resolve your query or complaint and for research and statistical analysis to improve our services. We may pass your information collected to people who provide a service to us or are acting as our agents, on the understanding that they will keep the information confidential.

Complaint Form Guidance Notes

Why should I complete the PPI Form?

The form is designed to make it as easy as possible for you to submit your complaint about why you feel your PPI was mis-sold. It'll help assist us with assessing your complaint thoroughly by helping you provide relevant information about the sale of your policy and your circumstances. It may be helpful if you have any relevant documentation available with you when completing the form, for example policy documents, credit card statements or credit agreements.

Do I need to complete the PPI Form?

You don't need to complete a form to have your complaint investigated. However, completing it may allow us to reach a decision more quickly because it asks for comprehensive detail that may not have been covered in a letter.

If you're complaining about more than one PPI policy or product and your personal circumstances were the same at the time each policy/product was sold you only need to complete one form. If your personal circumstances were different you will need to complete a separate one for each.

How long should I expect to wait before I hear about my complaint?

We'll post you an acknowledgement for your complaint and give you a personal reference number within 5 working days. Once you have your reference number, it'll be easier to get an update on the progress our investigation. Please allow two weeks for your letter to arrive in the post. We'll write to you within 8 weeks with our decision. We may need to contact you during this time for further information. Please note there may be exceptions to this timeline depending upon the information that is available to us and the nature of each individual complaint.

How to complete the Form

Your details Section A: Q1 to Q3	Completing this section will help us to locate your account and PPI policy. Please also use this section to tell us your preferred contact information. We'll use these to get in touch with you if we need to discuss anything further and to keep you updated.
About your Policy Section B: Q4 to Q8	This is where you tell us about the policy and the processes that you went through while taking out your policy. Please try to provide as much detail as possible.
About your employment and personal situation Section C: Q9 to Q14	This is where you give us the details about your employment during the time you held your PPI policy. You can also give us the details about any medical conditions you had at the time you took out your policy and if you were covered by any health benefits by your employer or any other policy.
More information Section D: Q15 to Q19	This is where you can provide us more details about the policy that can help us make a decision on your complaint. This also gives you the opportunity to give us the reason that you were unhappy with the policy or the way it was sold to you.
Declaration Section E:	Please read this section carefully, sign and date it. In this section you are confirming you've provided your bank details (if you choose to do so) and that you've included everything you want to tell us about the complaint. It is important that the form is signed and dated. When signing the form you are confirming you'd like us to investigate your complaint. You're also authorising us to perform any required name and address checks as part of the investigation into your complaint, and where applicable authorising your appointed third party/parties to represent you in this complaint.

Complaint Form Guidance Notes (continued)

What to do when the Form is completed

Please return the completed form to **FREEPOST BARCLAYS PPI COMPLAINTS**

Before posting, you may wish to take a copy of your completed form for your own records.

Claims Management Companies (CMC)

You can make your complaint directly to us and don't need to use a claims management company (CMC). A CMC will typically charge an up-front fee or take a proportion of any final payment you may be due. We'll assess all complaints sent directly to us in exactly the same way that we treat complaints sent in by a CMC. Your complaint will not be dealt with differently or quicker by using a CMC.

If you've nominated a CMC or any third party to act on your behalf, you'll need to settle any fees or charges with them directly. Please ensure you refer to the terms of your agreement with them.