

**For Bank Use Only**

Our Reference Number

Your Account Number

# PPI – Unfair Commission

We'll always look to resolve your Payment Protection Insurance complaint before we consider a PPI – Unfair Commission complaint. You can use this form if you've previously raised a PPI complaint and now want to raise a complaint regarding potential commission payments associated with your PPI policy. Make sure you always keep your details up to date, so we can resolve your query.

Please provide as much detail as possible.

## Your Policy

If you have previously complained to us about PPI please tell us the reference number:

If you have provided us with a reference number, you can move onto the 'your details' section below

If you haven't previously complained about PPI then please tell us which product this complaint relates to:

Personal loan

Business loan

Mortgage

Credit Card

Overdraft

Loan secured on your home

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

If you have other products that you would like to complain about then you can provide those details on page 5.

## Your details

Title

First name

Middle name(s)

Last name

Date of birth

/ / 

Your 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.

## 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

## Your details (continued)

### 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 phone number  Alternate phone number   
Email Address<sup>1</sup>

### 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.

<sup>1</sup> Thank you for supplying your email address. By doing so, you confirm that we can email you about this form. Responses may contain information such as transaction details as well as any general details in response to your form.

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.

## Declaration

Thank you for completing this form. So we can review your products, please tick the boxes and sign to agree to the following:

- I confirm that I want to complain about any commission associated with my PPI policy premiums.
- If my details have changed, I consent to an identity check using a credit reference agency, as described 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 query. I have read, understood and accept the risk associated with the use of email, as outlined. Where I have provided an email address for someone else, I confirm they are 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 our 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   /   /

Please return this completed form directly to us using the address below:

**FREEPOST BARCLAYS PPI COMPLAINTS**

## What happens next?

Thanks for taking the time to complete this form. We'll write to you with the outcome of our investigation. If we need any more information, we'll let you know.

### Privacy policy

The Barclays Group use and retain details you give about yourself – and others – to investigate and resolve your query or complaint, for research or analysis and to prevent fraud. These details which may include health and conviction information will be shared with insurers, agents and fraud prevention agencies for these purposes. If we transfer data to an overseas organisation, we will ensure they apply the same level of protection as we are required to apply. Your details will be retained for as long as needed for legal, regulatory and legitimate business purposes.

## Additional products

### Product 2

Personal loan

Business loan

Mortgage

Credit Card

Overdraft

Loan secured on your home

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

### Product 3

Personal loan

Business loan

Mortgage

Credit Card

Overdraft

Loan secured on your home

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

### Product 4

Personal loan

Business loan

Mortgage

Credit Card

Overdraft

Loan secured on your home

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

### Product 5

Personal loan

Business loan

Mortgage

Credit Card

Overdraft

Loan secured on your home

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