

# Barclays Payment Protection Insurance (PPI) Customer 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

Our Reference Number

## A. Your details

### 1. You

Title  First Name  Middle Name  Last Name  Date of birth

Address\*

Post 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 contact you by phone or text message to clarify some details, or to keep you updated on your complaint. To ensure we have the right details, please provide your contact information below. If you are a Barclays customer, please visit your branch or online banking should your contact details for an existing account require updating, as updates will not be made from detail provided within this form.

Main Number  Alternate Number

Email Address<sup>1</sup>

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

Title  First Name  Middle Name  Last Name  Date of birth

Address\*

Post 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.

### Joint complainant's Contact Information

Main Number  Alternate Number

Email Address<sup>1</sup>

<sup>1</sup> 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.

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## 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 don't know   
Other

### 6. Please provide the following details:

Account / Card No.  Sort code     
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 & 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

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

Years  Months

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## C. About your employment & personal situation cont...

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, if your salary stopped, due to sickness or redundancy for example, how would you have paid for your monthly borrowing?

Please provide details and amounts of any:

- savings
- employer benefits including how many months, full and partial, sick pay and redundancy pay?
- insurance policies
- other income

  
  
  
  
  
  
  
  
  

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

# Barclays Payment Protection Insurance (PPI) Customer Complaint Form

## C. About your employment & personal situation cont...

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?


16. Do you currently have or have you ever had an insolvency agreement in place?

Please provide details

- when did the agreement start and has it ended?
- the name and address of your insolvency practitioner or official receiver
- the reference number of the agreement
- the type of insolvency (IVA, bankruptcy)

Please note: if you're in an IVA/Bankruptcy then any refund you may be entitled to may be paid direct to your Insolvency Practitioner/Official Receiver




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## 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 box to sign and agree the following:

- 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

Joint complainant signature

Date

Date

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

**Barclays PPI Dept, Leicester LE87 2BB**

### 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.

# Barclays Payment Protection Insurance (PPI) Customer 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 write to you to acknowledge your initial complaint within 5 working days of receiving it and 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

<b>Your Details</b> 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.
<b>About your Policy</b> 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.
<b>About your Employment and personal situation</b> 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.
<b>More Information</b> 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.
<b>Declaration</b> 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.

## What to do when the Form is completed

Please return the completed form to [Barclays PPI Dept., Leicester, LE87 2BB](#). 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.