



Travelex ATM Withdrawal Claim

Dear Sir/Madam,

we are sorry that you have experienced a problem with one of our ATMs. Although these issues are extremely rare we are keen for the matter to be resolved as quickly as possible. As a leading ATM provider we are accredited to the various card schemes that operate within the ATM industry, and as such, we need to ensure that the correct procedures are followed to ensure a quick and smooth resolution to your query. Some examples of the most common issues together with details as to what to do next are to be found below.

Captured Cards:

If your card has been retained by the ATM you will need to contact your bank/card issuer for further advice as we are **unable** to return any captured cards retained by the ATM.

No cash dispensed:

If it happens that no cash was dispensed please check your account balance to see if anything has been debited. If it has, you will need to contact your bank/card issuer to raise a dispute claim against the transaction. Your bank/card issuer will then follow their internal procedures to claim the funds back on your behalf. You should find the phone number of your bank/card issuer on the reverse of your card.

Please be informed that our employees do not have an access to the ATM and they cannot refund you from their own funds.

Further help

If you need any further help after speaking to your bank/card issuer please contact the Travelex ATM Customer Services team on +44845 8727 627 (Option 2) or email customerservices@travelex.com.

As mentioned above, it is essential that you contact your bank / card issuer. Given subject will use the refund request from Travelex, or issue a new card for you. Any information below will be provided to the Travelex ATM customer service and kept for their needs only.

ATM ID / Location: _____

Date of transaction: _____ Time: _____ Amount under dispute: _____

I claim the above transaction due to following problem:

No Cash Dispensed Card Captured Other
[] [] [] _____

Cardholder's name: _____

Debit/ Credit card number (first 6 and last 4 digits): _____

I certify that all the information above is correct and I will ask the issuer of my card for chargeback.

Cardholder's identity was verified by ID card No.:

Cardholder's signature

ATM Location Employee's signature
