



## Travelex ATM Withdrawal Claim

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

### **Captured Card:**

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 +44 8458 727627 (Option 2) or email [customerservices@travelex.com](mailto:customerservices@travelex.com).

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**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.**

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ATM ID / Location: \_\_\_\_\_

Date of transaction: \_\_\_\_\_ Time: \_\_\_\_\_ Amount under dispute: \_\_\_\_\_

I claim the above transaction due to the 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 contact the issuer of my card.

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

\_\_\_\_\_

**Cardholder's signature**

**ATM Location Employee's signature**

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