



## Investigating your claim

Please complete **the store card or loan account claim form** (on page 2 or page 4), giving as much information as possible and post this back to us:

Ikano Bank  
PO Box 7221  
Willenhall  
WV1 9DR

It is really important that you include all relevant information so we can look into this for you:

- copies of any receipts that you have for disputed purchases or missing refunds.
- copies of any letters, emails, delivery confirmations or any other relevant documents
- If you spoke to the retailer about this issue, please let us know who you spoke to, when and the details of the conversations.

If we don't receive this information then we may not be able to help you.

### **Make sure you keep up to date with payments to avoid any unnecessary fees**

While we're investigating your dispute, please continue to make the payments due on your account.

We'll write to you again as soon as we've got an update for you. If you have any questions or need help completing this form, please email [complaints@ikano.net](mailto:complaints@ikano.net).

\*Calls to this number cost the same as a call to a standard "01" or "02" landline number, even when calling from a mobile. Calls to this number are also included in any bundled minutes or free talk time that covers landline calls. Where calls are made outside of a bundle you will be charged at the national rate. Calls may be recorded for monitoring or training purposes.

**Please complete this if you have a claim on a store card account**

Account holder name: \_\_\_\_\_

Store card account number (16 digits): \_\_\_\_\_

Retailer name: \_\_\_\_\_

**Details of the purchase**

**Original purchase amount:** £ \_\_\_\_\_  
(The amount of the entire purchase as shown on your store card statement)

**Original purchase date:** \_\_\_\_\_  
(The date the purchase appears on your statement)

**Disputed amount:** £ \_\_\_\_\_  
(The amount that you are disputing as incorrectly charged)

**What is the reason for your claim?** (please tick)

- I did not authorise this purchase**  
If so, was the card in your possession at the time of the purchase? **Yes/No**
- The purchase is showing on my statement twice**
- The purchase price is different to what is showing on my statement**  
If so, please send us a copy of your sales receipt from the store or proof of purchase (we're unable to investigate without this)
- This purchase was paid for by other means (cash, debit/credit card)**  
If so, please send us a copy of your sales receipt from the store (we're unable investigate without this)
- I returned the item(s) on:** \_\_\_\_\_  
If so, please send us a copy of your proof of refund/return from the store or if returned by post, proof of postage (we're unable to investigate without this)
- I cancelled / didn't receive / never collected my order**
- None of these apply to me**  
Please give the details of your claim \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature of main account holder: \_\_\_\_\_ Date: \_\_\_\_\_

**Please provide a contact phone number in case we need to speak to you about this**

Mobile number: \_\_\_\_\_

Home number: \_\_\_\_\_

Best time(s) to contact you: \_\_\_\_\_

Feel free to write any additional information on the back of this form.





**Please complete this if you have a claim on a loan account**

Account holder name: \_\_\_\_\_

Loan account number: \_\_\_\_\_

Retailer name: \_\_\_\_\_

**Details of the purchase**

**Original purchase amount:** £ \_\_\_\_\_  
(The loan amount you applied for as shown on your agreement)

**Original purchase date:** \_\_\_\_\_  
(The date the purchase appears on your statement)

**Disputed amount:** £ \_\_\_\_\_  
(The amount that you are disputing as incorrectly charged)

**What is the reason for your claim? (please tick)**

- The goods are faulty / damaged**  
If so, has the retailer inspected the goods? **Yes/No**  
If yes, was a manufacturing fault found? **Yes/No**
- The goods haven't been delivered but I've been asked to start paying**
- The order was cancelled prior to delivery but my loan hasn't been cancelled**
- I've only received part of my order**  
What is the cost of the items(s) you've not received £ \_\_\_\_\_
- I was promised a refund but it's not showing on my account**
- None of these options apply to me**  
Please give the details of your dispute below

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature of main account holder: \_\_\_\_\_ Date: \_\_\_\_\_

**Please provide a contact phone number in case we need to speak to you about this**

Mobile number: \_\_\_\_\_

Home number: \_\_\_\_\_

Best time(s) to contact you: \_\_\_\_\_

Feel free to write any additional information on the back of this form



