



Habib Bank Zurich plc

Authorised push payment (APP) Scam Reimbursement Claim Form

Date : ____ / ____ / ____

Branch : _____

Authorised push payment (APP) scams occur when someone is deceived into sending money to an account outside of their control. If you have fallen victim to an APP scam, you may be entitled to claim a reimbursement. For further information, including eligibility criteria, please visit our website (www.habibbank.com/uk/home/ukHome.html). Alternatively you can call 08081642242 or visit any of our UK branches, where a member of staff will be happy to discuss your rights with you in more detail.

Please complete this form to submit a request for an APP scam reimbursement. Any request for reimbursement must be made within 13 months of the last APP scam payment made to the fraudster's account.

If your request is validated, a reimbursable amount calculated in accordance with the relevant scheme rules will be provided to you within five business days of the request being submitted (the Reimbursement), unless we have requested further information reasonably necessary to complete our assessment. If we are unable to complete our assessment of your request within five business days, we will let you know and provide you with an updated estimated timescale where reasonably possible.

Please provide your name and contact details:

Name

Organisation (if applicable)

Contact number Email address

Please confirm the sort code(s) and account number(s), and/or relevant secondary reference data (for example reference numbers), of the account(s) to which the payment(s) were made:

DATE	TRANSFERRED FROM		TRANSFERRED TO		REFERENCE DETAIL	AMOUNT
	SORT CODES(S)	ACCOUNT NO	SORT CODES(S)	ACCOUNT NO		

Have you reported the APP scam to the police (or other Competent National Authority, such as National Crime Agency)?

Yes No (please tick appropriate checkbox)

If yes, please provide Reference No and Details

If you have not already reported the APP scam to the police (or other Competent National Authority) do you consent to Habib Bank Zurich plc making a report on your behalf?

Yes No (please tick appropriate checkbox)

Are you an individual, microenterprise or charity?

Individual Microenterprise Charity (please tick appropriate checkbox)

A Microenterprise is an enterprise that employs fewer than ten persons and that has either an annual turnover or annual balance sheet total that does not exceed €2 million.

A Charity is a body whose annual income is less than £1 million per year and is a charity as defined by the Charities Act 2011, Charities and Trustee Investment (Scotland) Act 2005 or the Charities Act (Northern Ireland) 2008.

Please describe below what happened, including why you believe the payment(s) were not made to the recipient you intended, or for the purpose you intended. Please provide as much detail as possible so that we may assess your request and limit the need to ask for further information:

Every request for reimbursement will be assessed on a case-by-case basis. To complete our assessment we may share relevant information including your name, account details and amount(s) of all the payment(s) reported by you with other payment services providers involved in the APP scam, such as those providing the account(s) into which any payment(s) reported have been received.

By submitting this Reimbursement Request Form you confirm that you believe the information which has been provided to be accurate and true. Habib Bank reserves its rights should you make a fraudulent request for reimbursement or provide false information.

Registered in England & Wales, Company Registration No: 08864609.

Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority.

Disclaimer: This form is from Habib Bank Zurich plc. The contents of this and any attachments are confidential to the intended recipient. They may not be disclosed to or used in any way by anyone other than the intended recipient. If this is received in error, please contact the sender of this form.