

# Useful numbers

## Customer Service Helpline

Call: **0800 161 5305**

## Lost Card Replacement in the UK

Call: **01604 230 230**

## Next Generation Text (helpline for the deaf)

For sending messages via Next Generation Text please call: **18001 0800 161 5276**

## Travel Insurance Benefit

Claims line: **+44 (0)203 285 7770**  
Helpline: **0800 161 5305**

## 24-Hour Emergency Medical Assistance

**+44 (0)203 285 7770**

This information is available in large print, Braille and audio, by calling **0800 161 5326** (via Next Generation Text Relay if appropriate).

Barclaycard also welcomes calls via SignVideo for BSL users. For more information visit [barclaycard.co.uk/accessibility](https://www.barclaycard.co.uk/accessibility)

### Call monitoring and charges information

All Barclaycard customer service lines are non-premium rate numbers. Calls to 0800 numbers are free from UK landlines and personal mobiles, otherwise call charges may apply. Calls to 03 numbers use free plan minutes if available; otherwise they cost the same as calls to 01/02 prefix numbers. Please check with your service provider. 01 & 02 – Local tariff will apply.

Calls may be monitored or recorded in order to maintain high levels of security and quality of service.

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# Premier Charge Card

# Benefits and services

## Your account, your way with Barclaycard online servicing

Discover Barclaycard online servicing, the free, flexible and secure online service that helps you manage your account from your desktop, tablet or mobile.

Designed to fit around you, with Barclaycard online servicing you can instantly see your latest statement and balance, pay your bill how you like, and view the details of your transactions.

Not yet registered? No worries, with your Barclaycard and credit limit to hand simply go to [barclaycard.co.uk/online](https://barclaycard.co.uk/online) and click on the register button and fill out the registration form to start managing your account your way online.

## Travel insurance benefits

When you use your Premier Charge Card to pay the full cost of your travel arrangements, including all travel, transport and accommodation, you're entitled to free comprehensive travel insurance benefits for yourself and your family including winter sports cover<sup>^</sup>.

- For travel insurance benefit queries, call **0800 161 5305**
- To make a claim, call **+44 (0)203 285 7770**
- For a copy of the policy (including full Terms and Conditions), go to [help.barclaycard.co.uk/brochure/credit\\_cards/card\\_benefits](https://help.barclaycard.co.uk/brochure/credit_cards/card_benefits)

## Travel emergency advice and assistance

If you need emergency medical help or advice during your trip, a 24-hour emergency telephone number is available, please call us on **+44 (0)203 285 7770**.

<sup>^</sup>Terms and Conditions apply to all Premier Charge Card benefits.

## Helping to protect you against fraud

We'll look out for any unusual activity on your account and contact you to make sure it's not fraudulent.

And it doesn't matter whether a strange transaction is spotted by us or by you. You won't be liable for ANY fraudulent use of your card that takes place without your or any additional cardholder's knowledge. But we do ask you to keep your card, account and PIN details safe. Call **0800 161 5308** for more details.

## Help when you need it most

Wherever you are in the world, you can count on us. Our **Emergency Card Replacement** and **Emergency Cash Advance** services give you total peace of mind if you lose your Premier Charge Card while on holiday abroad.

If you lose your card while you're abroad – don't worry. We can get a temporary card to you within three working days for you to use until you get back. Or, if funds are available within your cash limit on your account, we'll make emergency cash available usually within 24 hours.

Call **0800 161 5308** if you're in the UK, or **+44 (0) 1604 230 230** for help in an emergency abroad.

# Contactless payment

## Pay by card )))

When it's time to do the weekly grocery shop, or go on the hunt for a birthday pressie (or two), using your card makes it easy to pay online or in-store. And for anything £30 and under, it's even quicker, and just as secure, to pay wherever you see the contactless symbol. You can simply touch and go wherever you see it.

## Pay with your phone ))))

Paying with your phone means the days of searching for your wallet are long gone. Link your Barclaycard to Apple Pay<sup>1</sup> or set up Android Contactless Mobile<sup>2</sup> using

the Barclaycard or Barclays Mobile Banking app for quick and convenient payments in next to no time. You can also use your phone to send money to friends and family with the Pingit app<sup>3</sup>. To find out more visit [pingit.com](https://pingit.com)

# General information

## Fraud monitoring

You will be liable for £0 in respect of any fraudulent use of your Premier Charge Card provided a) the card is not used fraudulently with either your or any additional cardholder's knowledge b) you or any additional cardholder do not negligently give or provide access to the card, account or PIN details which results in those details being used fraudulently.

## Additional information

The Bank reserves the right to vary or withdraw without notice such services or facilities as may be made available to Premier Charge Card cardholders from time to time and are not specifically referred to in the Premier Charge Card Conditions of Use. Any change to the Premier Charge Card Conditions of Use and Tariffs will be notified to you, in writing, at least 30 days before the changes take effect.

Occasionally we will bring to your attention additional services and products, which may be of benefit to you. If you do not wish to receive this information please write to: Barclays Bank UK PLC, Dept. MTBM, Northampton NN4 7SG. We will remind you at least once every three years so that you can ask not to receive this information.

<sup>1</sup>Available on eligible Apple device using iOS 8.3 or above.

<sup>2</sup>Available for Barclaycard Visa customers with NFC Android Mobiles using an operating system of KitKat 4.4.2 or above.

<sup>3</sup>Terms and conditions apply. You must be aged 16 years or above and have a current account in the UK, Isle of Man, Jersey or Guernsey (which can receive payments through the Faster Payments network).