

APP Scam Reimbursement Request Form

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 (<https://ebury.com/fps-chaps-fraud-reimbursement-regime/>). Alternatively you can call on +44 (0)2038686432, 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 and must meet the eligibility criteria.

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 and account number of the account from which the payment(s) were sent.	
Please confirm the sort code(s) and account number(s), and/or relevant secondary reference data (for example roll numbers), of the account(s) to which the payment(s) were made.	
Please confirm the amount(s) of all payment(s) and the date(s) on which the payment(s) were made.	
Please confirm the date you first became aware of the APP scam.	
Have you reported the APP scam to the police (or other Competent National Authority, such as National Crime Agency)? If yes, please provide details including a reference number.	

<p>If you have not already reported the APP scam to the police (or other Competent National Authority) do you consent to Ebury Partners UK making a report on your behalf? Please circle.</p>	<p>Yes / No</p>
<p>Are you an individual, microenterprise or eligible charity?</p> <p>A microenterprise is an enterprise that employs fewer than ten persons <u>and</u> that has either an annual turnover or annual balance sheet total that does not exceed €2 million.</p> <p>An eligible 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.</p>	<p>Yes / No</p>
<p>Please describe in the table 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 reduce the need to ask for further information.</p>	
Empty space for description	

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. Ebury Partners UK and Ebury Mass Payments reserves their rights should you make a fraudulent request for reimbursement or provide inaccurate information.