

If, in the unlikely instance that when using the myCurrency service the exchange rate you received meant that you paid more than your card issuer would have charged for the same transaction, Worldpay will refund the difference as per the Terms and Conditions included with this form. If this **does** occur, please complete this Claim Form.

In addition to completing this Form, please ensure that you follow the steps below in order to make your claim. Please note that incomplete claims may be dismissed.

1. Enclose a copy of the purchase receipt showing the rate of exchange you received for your myCurrency transaction. Please ensure that the copy is clear and easy to read.
2. Enclose a copy of your credit or debit card statement clearly showing the exchange rate and any fees applied by your card issuer for another transaction (excluding cash withdrawals) carried out on the same day, in the same country and on the same credit or debit card as used for the purchase in question.
3. Sign, date and enclose the Claim Form below.
4. When you have filled this Claim Form in, please return it with copies of your purchase receipt and card statement by post to:

**Worldpay, Customer Relations Team, Victory House, 5th Avenue, Gateshead NE11 OEL, United Kingdom.**

### Claim details (please complete in block capitals)

Title (Mr, Mrs, Ms)		Contact telephone number (include country and area code)
First name		Email address (not in block capitals)
Last name		Date of purchase
Address		Purchased from
		Location of shop/hotel
Town/City		Town/City
Postcode	Country	

### Customer declaration

I (insert your full name)	declare that I used the myCurrency service on the (insert date)
By enclosing the documents as requested in the Claim Form I confirm that my credit or debit card issuer would have provided me with a better transaction price had I chosen not to use Worldpay's myCurrency service. I have read and agree to the Terms and Conditions stipulated by Worldpay for the provision of its Best Rate Guarantee offer.	
Signature	Date

### myCurrency Best Rate Guarantee Programme Terms and Conditions

The myCurrency Best Rate Programme is available at participating locations in the United Kingdom and Republic of Ireland offering the Worldpay myCurrency service.

Payment card transactions will be converted to the currency of the card issuer at point of sale using the myCurrency service. The rate of exchange applied will be the same as or better than the rate offered by your card issuer on the same card on the same day, including any fees applied by the card issuer for the transaction. In the unlikely event that a cardholder can show they were disadvantaged by choosing to have their transaction converted at the point of sale using the myCurrency service, Worldpay will, subject to these Terms and Conditions refund to the cardholder the price difference calculated using:

- The actual myCurrency rate of exchange used to convert their transaction, and
- The rate of exchange offered by their card issuer on the same card on the same day including any fees.

Cardholders wishing to make a claim must follow the process below:

1. Complete the Claim Form as directed, attaching the following documents:
  - 1.1 Clear copy of the purchase receipt showing the rate of exchange you received for your myCurrency transaction.
  - 1.2 Clear copy of your card statement showing the exchange rate and any fees applied by your card issuer for another transaction (excluding cash withdrawals) carried out on the same day, in the same country and on the same credit or debit card as used for the purchase transaction in question.
3. Return the Form and documents stated above to Worldpay at the address stated on the Claim Form within 60 days of the card transaction to which the claim relates. Any claim which does not follow this process will be invalid.
4. The myCurrency Best Rate Programme does not provide a cardholder with the right to initiate a chargeback in relation to a card transaction. Worldpay's determination regarding validity of a claim is final. Worldpay is not responsible for, and shall not be liable for, any statements or representations regarding Worldpay's myCurrency Best Rate Programme made by any third party. Some credit or debit card issuers may charge additional rates/fees for card usage overseas irrespective of the currency in which the card is charged. Such rates/fees form part of the calculation of the price that would have been charged by the issuing bank in respect of the relevant transaction, and are therefore included in the comparison against the price obtained using the myCurrency service. Our myCurrency Best Rate Programme may be withdrawn at any time without notice. The Terms and Conditions of the Programme are governed by English law and are subject to the exclusive jurisdiction of the English courts.
5. Worldpay will review your claim within 30 days. If successful, Worldpay will provide you with the appropriate refund on the card that the transaction was processed on.

Further copies of this form are available at [www.worldpay.com/mycurrency-bestrate](http://www.worldpay.com/mycurrency-bestrate).

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