

Retained Card Report

Company details

Outlet name

Outlet MID

Card details

Card number

Name of card holder

Card expiry date

Date of card pickup

Reason for retaining card

Pick up requested by
customer service agent

Pick up message
displayed on terminal

Left by card holder

Suspect Behaviour

Other (please clarify):

Notes and disclaimer

01. A reward may be paid out in the case that the card was retained following a pick-up message presented on the terminal or if an order was given by the customer service agent.
02. Final amount of the reward depends on the relevant card schemes and may be set individually in each case.
03. Acquirer reserves the right to refuse pay out in case of receiving incomplete or invalid forms.

Name (please print name)

Date*

Signature*

Before sending the card please following the instructions below

Cards without a visible chip

Cut card horizontally as not to damage the magnetic stripe on the reverse, the hologram or the embossed card account number

Cards with a visible chip

Punch a hole through the middle of the magnetic stripe or cut away a corner of the card at the opposite end to the ship, which must be at a 45 degree angle and extend approx. 1 inch from the corner of the card

Please send the completed form along with the retained card to:

BOI UK Payment Acceptance, Operations, Granite House, Granite Way, Syston, Leicester, LE7 1PL