

Important Information Regarding Your Rights to Reimbursement Under APPR Rules

Dear Valued Customer,

At FirstBank UK, your security is our highest priority. We are writing to inform you of your rights concerning reimbursement under the Authorised Push Payment Reimbursement (APPR) regulations.

What is APP Fraud?

Authorised Push Payment (APP) fraud occurs when fraudsters trick you into sending money to an account controlled by the fraudster, by providing a convincing but false or misleading reason for the payment. This can occur through methods, such as impersonation scams or fraudulent invoices.

Your Right to Reimbursement

From October 7th, 2024, under the new APP Reimbursement rules, if you make a payment via Faster Payment Scheme (FPS) or Clearing House Automated Payment Scheme (CHAPS), within the UK and fall victim to APP fraud, you may be eligible for a refund.

You have the right to:

- 1. **Prompt and fair Investigation** into the circumstances surrounding the APP fraud.
- 2. Fair Assessment of your case, where we consider whether reasonable care was taken.
- 3. **Regular Updates** throughout the investigation process, keeping you informed with clear communication at every stage.
- 4. **Reimbursement of funds**, if your claim is valid. If a refund is not possible, we will provide a full explanation.

Exclusions from Reimbursement

In certain cases, claims won't qualify for reimbursement, including:

- Fraud by the claimant.
- Gross negligence by the claimant.
- Payments made before 7th October 2024, or more than 13 months after the final fraudulent transaction.

T: +44 (0)20 7920 4920 / E: info@fbnbank.co.uk / W: fbnbank.co.uk FirstBank UK Limited, 28 Finsbury Circus, London, EC2M 7DT



- Transactions outside the UK, or in non-GBP currencies.
- Payments via non-bank systems, like cheques or cash.
- Payments to an account you control.
- Civil disputes.
- Payments through credit unions, municipal banks or national savings banks.

What To Do If You Fall Victim to APP Fraud?

- 1. **Report Immediately**: Contact us as soon as you suspect you have been a victim of APP fraud. Acting quickly improves the chances of recovering your funds. You must submit your reimbursement claim within 13 months of the final scam payment.
- 2. **Provide Transaction Details**: When you report fraud, please provide all relevant transaction details and any communication with the fraudster. This information is crucial to our investigation. We may need to share your details with the recipient's Payment Service Provider (PSP) and notify the police on your behalf.
- 3. **Stay Alert:** Be cautious of unexpected requests for payments or personal information. When in doubt, contact us to verify any unusual or unsolicited requests.

What You Can Expect from Us

We will assess your claim and if valid, reimburse you within five working days. In some cases, this may take up to 35 working days, depending on the complexity of the claim.

If you are unhappy with the outcome of your claim, you can complain through our existing complaints process, and this does not affect your right to contact the Financial Ombudsman Service.

Claim Limits

The maximum reimbursement limit per claim is up to £85,000. There may be an excess of up to £100 applied to your claim.

Special Considerations for Vulnerable Individuals

- If you are considered vulnerable and this affects your ability to protect yourself, the excess may not apply.
- We will also consider the financial impact of applying the excess.

T: +44 (0)20 7920 4920 / E: info@fbnbank.co.uk / W: fbnbank.co.uk FirstBank UK Limited, 28 Finsbury Circus, London, EC2M 7DT



All claims will be assessed based on your individual circumstances.

How to Contact Us

If you need to report APP fraud or have any questions about your rights to reimbursement, please get in touch with your Relationship Manager or our Clients Services Team.

Phone: +44 20 7920 4920

Email: clientservicesgroup@fbnbank.co.uk

We are dedicated to ensuring your safety and assisting you in recovering any funds lost to APP fraud. Thank you for your continued trust in FirstBank UK.

For Independent Advice:

Action Fraud can provide independent advice, you can call +44 300 123 2040 or visit their website www.actionfraud.police.uk

For advice on how to protect yourself from fraud, visit www.takefive-stopfraud.org.uk or stopthinkfraud.campaign.gov.uk

Thank you for banking with us.

Client Services Group, FirstBank UK