CUSTOMER CARE FOR YOUR ACCOUNT

HOW TO MAKE A PAYMENT ON YOUR ACCOUNT

When making a payment please quote your Account number **63565 055 5252 9500**
There is no need to contact us to confirm receipt of your payment. Should your payment not be received, we will notify you.

BY DIRECT DEBIT

You can set up a Direct Debit over the telephone by calling the Customer Helpline. You will never need to worry about missing a payment, writing a cheque Of queuing at a bank. Your payment will be debited from your bank account on time.

BANK

At any bank using the payment slip provided. There should be no handling fee at your bank or any branch of Lloyds TSB Please make the cheque payable to **Harrods Card Services** and write **your Account number on the reverse. Please allow 5 working days for the payment to be credited to your Account.**

BY POST

Enclose **only** your cheque and payment slip without using staples or paper clips in the envelope provided. Please make the cheque payable to **Harrods Card Services** and **write your Account number on the reverse**. If you have mislaid the envelope, the return address for payments only is PO Box 848, Liverpool L71 2XX. **Please allow 7 working days for the payment to be credited to your Account. Add extra time during busy postage periods and bank holidays.**

CORPORATE CARD ACCOUNTS

Full payment is due on receipt of each monthly statement. This is not a VAT invoice

FROM OVERSEAS

If you live outside the UK, you may by arrangement settle your account in a currency other than sterling. If you have selected to do so the chosen currency equivalents of your total amount due and the minimum payment have been calculated for you and are shown overleaf. Please make your cheque payable in this currency. If you have not chosen foreign currency payment service, please pay your Account with a sterling cheque drawn on a UK bank account or by a sterling bankers draft made payable to **Harrods Card Services - writing your Account number on there verse. Please allow sufficient postage time for your payment to reach us 5 working days prior to your due date.**

TELEPHONE / INTERNET BANKING

Please contact your bank and quote the following details:
SORT CODE: 30-00-00
BANK ACCOUNT NUMBER: 00240621
YOUR ACCOUNT NUMBER: 63565 055 5252 9500 as a reference.
Payments should be made at least 5 working days before the due date shown.

IN HARRODS

Cash and cheque payment facilities are available in the store. Please bring your payment slip with you. Harrods Gift Vouchers or Credit Card payments cannot be accepted. **Please allow 5 working days for the payment to be credited to your Account.**

GENERAL ACCOUNT INFORMATION

LOST OR STOLEN CARDS

To report a lost or stolen card contact us on the customer helpline.

CHANGE OF ADDRESS

If your name or address are incorrect please contact us on the customer helpline so that we can update our records.

SECURITY

In order to maintain the security of your personal information we are required to perform several security checks whenever you call to speak to us about your Account. We are unable to discuss details of the Account with anyone other than you (the Account holder) with out your written authority.

MERCHANDISE QUERIES

Any queries regarding your purchases should be directed to the original store of purchase.

ONLINE ACCOUNT ACCESS

You can also manage your account online at our website.
Visit www.harrods.com to register.

FOR ALL ACCOUNT ENQUIRIES PLEASE PHONE THE CUSTOMER HELPLINE

0870 120 0882

OVERSEAS CALLS: (+44) 207 208 4418
Quoting your Account number
63565 055 5252 9500

An Automated Service is provided for a quick and easy way to answer routine enquiries.

To assist us in continually improving 1he quality of service provided, your call may be recorded.

Opening times: Monday & Tuesday 8am - 8pm,
Wednesday - Friday 8am - 9pm,
Saturday 8am - 7pm, Sunday 9am - 6pm

Harrods Card Services is a trading name of GE Capital Bank Limited, Registered in England No: 1456283, Registered Office: 6 Agar Street, London WC2N 4HR
Harrods Cards Services, Customer Services Department, PO Box 700, Leeds LS99 2BD

CHANGE OF ADDRESS

If the name and address details shown overleaf are incorrect or incomplete, please advise us by completing the form below in BLOCK CAPITALS and sending it to Harrods Cards Services, Customer Services Department, PO Box 700, Leeds LS99 2BD. Alternatively, you can send it in the envelope provided. Thank you.

I will be at the new address from (Date) _____

Account

Name

TITLE FORENAME

SURNAME

Address

Postcode

New Telephone Numbers: Home _____ (INC STD CODE) Mobile _____ Business _____ (INC STD CODE)

Signature _____ **Date** _____