

TRAVELEX TRAVELLERS CHEQUE ENCASHMENT PROCEDURE Consumer & Deceased

Travelex accepts the following travellers cheques for encashment with payment made to the sender:

- a) Thomas Cook – MasterCard
- b) Interpayment - Visa
- c) Travelex – MasterCard

Please follow the instructions below:

1. Cross through each counter-signed travellers cheque and mark as void. Deface the cheque by cutting off the top left hand corner, or hole-punch each cheque.
2. Please ensure you make a note of the cheque numbers being sent or make photocopies.
3. Complete the Travelex Encashment Form on the following page and send with the original travellers cheques to:

Travellers Cheques Encashment Services Ltd
Worldwide House, Thorpe Wood
Peterborough, PE3 6SB United Kingdom

4. Payments are only available in the following currencies GBP, USD, EURO, AUD\$, CAD\$, CHF, HK\$ and ZAR. Payments are made to your permanent country of residence, if the cheques received are not in the local currency used in your country of residence, a foreign exchange rate will be used to convert the travellers cheques. All exchange rates are competed against GBP (pounds sterling). Please note no payment will be made to a third party.
5. A 5% service charge* per claim value will be deducted from the final payment.
* A minimum charge will be applied of £7 sterling equivalent, per claim value, to cover administration costs
6. For Estate Claims, please include the following items: original or certified copy of the Death Certificate and a certified copy of the Grant of Probate or Will. Please include a self addressed envelope for the return of any original or certified documents. A payment will only be made to the named executor or beneficiary of the estate.
7. If the original purchaser is unable to send in the cheques, please provide a copy of the Power of Attorney or confirmation of your entitlement to the funds. Please include a self addressed envelope for the return of any original or certified documents.
8. If a claim can not be paid the sender will receive written notification which will be sent to the Name and Address in Section 2 of the Travelex Encashment Form.
9. Travelex Contact Information:

Name: Travellers Cheques Encashment Services
Telephone No: +44 (0) 1733 279760 option 2
Email: travellerscheques@travelex.com

TRAVELEX ENCASHMENT FORM

Please complete this form in capital letters and enclose with the original defaced travellers cheques. Please use additional forms for each currency of travellers cheque to be sent.

Section 1: Cheque information	
Currency of Cheques	
Number of Cheques	
Value of Cheques	
ID verification is required dependant on value of travellers cheques remitted, see appendix E	

Section 2: Customer details (lack of information may result in a delay)	
Title	
First Name	
Surname (Family Name)	
Date of Birth	
Full Address	
Post or ZIP Code	
Country	
Telephone/Fax Number	
Email Address	

Section 3: Bank details for Wire/Electronic Payment	
Currency of Payment	
Currency Payment Requirements ¹	
Full Bank Name	
Full Bank Address	
SWIFT/BIC Code ²	
IBAN Number ³	
Account Number (incl sort code)	
Name of Account Holder (as per section 2) ⁴	

Section 4: Signatures	
Sender's Signature	
Date	

¹ [Appendix 1 - A](#)

² [Appendix 1 - B](#)

³ [Appendix 1 - C](#)

⁴ [Appendix 1 - D](#)

⁵ [Appendix 1 - E](#)

APPENDIX 1

A - Currency Payment Requirements

Payment in the currencies listed below require the following information

- US\$ - ABA/Routing number
- AUD\$ - BSB number (Bank State Branch Number)
- CAN\$ - RTN (Routing transit Number)
- RAND - Branch Code

B SWIFT/BIC Code

The SWIFT/BIC Code is the Bank Identifier Code which is a universal method of identifying financial institutions in order to facilitate automated processing of telecommunication message in banking and related financial environments.

The SWIFT/BIC consists of 8 or 11 characters comprised of the following components:

- BANK CODE – 4 alphabetical characters
- COUNTRY CODE – 2 letter code
- LOCATION CODE – 2 alphanumeric characters
- BRANCH CODE – 3 alphanumeric characters, the branch code is optional

This information should appear on your bank statement. If you require further help please contact your bank.

C - IBAN Number

The IBAN number is the International Bank Account Number which is the standard that has recently been introduced for use within the European Banking System. This should appear on your bank statement. If you require further help please contact your bank.

We are unable to make payment via Bank Transfer to a UK, European or Middle East based bank account if this information is not provided. Settlement may be significantly delayed.

A table for individual country IBAN character requirements is available on request.

D – Account Holder Name

Account holder should be the same as that stated in Section 2 with the exception of Estate claims where the appropriate documents have been provided.

E – ID Requirements

If your remittance exceeds one of the following values, we require a copy of either a Passport, Driving Licence or National ID to complete the encashment process.

Currency	Value ID required
GBP	999.99
USD *	1,500.00
EUR	1,200.00
AUD	1,800.00
CAD	1,700.00
HKD	12,000.00
ZAR	17,000.00
CHF	1,500.00

*For transaction completed in the USA or by US Citizen’s the value that requires ID is set at USD 999.99