

FREQUENTLY ASKED QUESTIONS

Q1. Do you accept all travellers' cheques?

A1. No, we only accept travellers' cheques in the currency & issuing Company combinations as listed in the tables below.

THOMAS COOK TRAVELLERS' CHEQUES (MASTERCARD/NO LOGO)

Currency	Issuing Company
US DOLLAR	Thos. Cook & Son (Bankers) Ltd Thomas Cook Inc Travelex Inc Travelex Global & Financial Services Ltd
STERLING	Thos. Cook & Son Ltd Thomas Cook Bankers Ltd Thomas Cook Ltd Thomas Cook Travellers Cheques Ltd Travelex Inc Travelex Global & Financial Services Ltd
CANADIAN DOLLAR	Thomas Cook Canada Ltd Thomas Cook Travellers Cheques Ltd Travelex Inc Travelex Global & Financial Services Ltd
ARABIAN DOLLAR	Thomas Cook Cheque Services Ltd
* EURO	Thomas Cook Travellers Cheques Ltd Travelex Inc Travelex Global & Financial Services Ltd
* SOUTH AFRICAN RAND	Thomas Cook Rand Travellers Cheques Ltd Travelex Rand Travellers Cheques Ltd
* AUSTRALIAN DOLLAR	Thomas Cook & Son Ltd Thomas Cook Australia Pty Ltd
* SWISS FRANC	Thomas Cook Travellers Cheques Ltd
* FRENCH FRANC	Thomas Cook Travellers Cheques Ltd
* DEUTSCHE MARK	Thomas Cook Travellers Cheques Ltd
* SPANISH PESETA	Thomas Cook Travellers Cheques Ltd
* DUTCH GUILDER	Euro Travellers Cheque Nederland BV
* ECU	Euro Travellers Cheques ECU Ltd

INTERPAYMENT TRAVELLERS' CHEQUES (VISA)

Currency	Issuing Company
US DOLLAR	Interpayment Services Ltd
STERLING	Interpayment Services Ltd
CANADIAN DOLLAR	Barclays Bank Canada Ltd Interpayment Services Ltd
* EURO	Interpayment Services Ltd
* AUSTRALIAN DOLLAR	Interpayment Australia Ltd
* DEUTSCHE MARK	Interpayment Services Ltd

OTHER ISSUE TRAVELLERS' CHEQUES

Currency	Issuing Company
US DOLLAR (VISA)	First Chicago First Security Cheque Corp Chase Manhattan Bank National Bank of Alaska
US DOLLAR	Barclays Bank International
STERLING	Barclays Bank International Midland Bank Ltd
CANADIAN DOLLAR (VISA)	Chase Manhattan Bank
HONG KONG DOLLAR	Hong Kong & Shanghai Thomas Cook Ltd
HONG KONG DOLLAR (M/C)	Hong Kong & Shanghai Thomas Cook Ltd
FRENCH FRANC (VISA)	Interpayment Cheque Bleu
* STERLING (VISA)	Chase Manhattan Bank
* INDIAN RUPEE	Thomas Cook Ltd
* SWISS FRANC (VISA)	Standard Chartered Bank
* DEUTSCHE MARK (VISA)	Standard Chartered Bank

* These travellers' cheques can no longer be cleared via the bank clearing system and must be sent directly to Travelex. See A3, for address & contact details.

Q2. What fees and/or charges apply?

A2. We charge you 5% of the claim value, which we deduct from your final payment. Please note there is a minimum charge of £7 sterling equivalent to cover administration costs.

Q3. Can I be paid in any currency?

A3. All payments can be made in one the following currencies GBP, USD, EURO, AUD\$, CAD\$, CHF, HK\$ and ZAR. The foreign exchange rate used for converting the currency of the travellers cheque to the currency of the sender's request will be via GBP (pounds sterling). For example, if the travellers cheque currency was US dollars and the currency of the sender was South African Rand then Travelex would convert the US Dollars into pounds sterling and then into South African Rand. The relevant foreign exchange rate used to make the payment is the rate at Travelex's store at Westfield Stratford, London at 7.30 am on the day the traveller cheque is received. You can find out the foreign exchange rate used by contacting Travelex using the following contact details:

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

Telephone No: +44 (0) 1733 279760 option 2
Email: travellerscheques@travelex.com

Q4. Will I be notified when payment is due to be received?

A4. Please check your bank account for payment from Travelex.