

Barclaycard
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Call charges may apply. Please
check with your service provider.

Open: Mon-Fri 8.00am-8.00pm

Our reference:
1 February 2016

Card number last four digit

Dear I

Your Egg Card Repayment Protection (CRP) claim has been upheld

Egg credit cards were transferred to Barclaycard in November 2011 and we will refer to your Card Repayment Protection as Payment Protection Insurance (PPI).

We write further to your PPI complaint listed above. We apologise for the lateness of our reply.

We have received confirmation from the Financial Ombudsman Service (FOS) of your acceptance of the proposed settlement. We will provide a refund of £3103.57 after tax.

What this means for you

We will refund all the insurance premiums you have paid together with interest paid on the premiums to date.

We have included an additional 8% interest on top of your refund as statutory compensation. We will include an extra 45 days of simple interest to give us time to make the payment to you. We have provided information at the end of this letter that explains how your refund has been calculated.

As the PPI premiums and the interest charged put your account over your credit limit we will also refund any over limit charges and interest. This amounts to £64.00 and is included in the table enclosed.

I have calculated your refund on the amount you paid in PPI premiums and the interest on that amount.

*TO MAKE SURE WE MAINTAIN A HIGH QUALITY SERVICE,
WE MAY MONITOR AND/OR RECORD PHONE CALLS.

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