

Your quick guide to supporting evidence for your claim

Before we can get going with your claim, we'll need you to send us your supporting evidence.

Some types of evidence are general, meaning we'll need to see them for most types of claims. Other sorts of evidence are specific to the claim you're raising, meaning we may need to see them depending on what your claim is about.

To help, we've split out the types of evidence we'll need to see into two categories - 'General' and 'Claim Specific'. Please make sure you check the General category **and** the Claim Specific category that is relevant to your dispute.

If your dispute is about unauthorised, duplicate or recurring transactions then you won't need to send us any evidence and we'll look into your case as soon as possible.

> General Evidence

If your dispute is about anything other than unauthorised, duplicate or recurring transactions, then we'll need you to send us:

- ✔ Confirmation that you've tried to sort things out with the seller or service provider first. This could include copies of emails or letters you've sent to them or received back.
- ✔ A detailed description of the goods or services you purchased – this could be an invoice or email confirmation. For example, if you're claiming for flights, we'd need evidence of the number of passengers, departure and arrival destinations, outbound dates and times and flight number – you may find all this info on the same document.
- ✔ The date on which you received, or should have received, your goods or services.
- ✔ A copy of your purchase agreement, showing the amount you agreed to pay – this could be an invoice, email or receipt.

> Claim Specific Evidence

This is evidence that we may need from you, depending on the type of dispute you have raised.

If you're claiming because you haven't received goods or services you've paid for, we'll need:

- ✔ Evidence of when you were due to receive your goods or services.
- ✔ If you haven't received your goods or services because the company has gone into administration, we'll need proof of this – such as a letter or an email from the seller or a screenshot of their website.

If you're claiming because your goods are faulty, not as described, counterfeit, or because you've returned them, we'll need:

- ✓ A detailed description of what was not as described or defective. For example, if you've ordered a wooden chest of drawers and it's come with a chip, you would say - 'The chest of drawers I ordered came with a long chip in the wood down the right side.' If you took photos of the damage, please include copies.
- ✓ The date and details of how you sent your goods back – for example, a postal receipt. If the seller refused to accept the return of the goods, please send proof of this too – such as confirmation they refused to sign for a tracked delivery.

If you're claiming because you've been charged a different amount than you should have been, we'll need:

- ✓ Evidence that the amount you agreed to pay is different to the amount that was debited from your account – such as a copy of an invoice, receipt or order form.

If you're claiming because you paid for your goods or services using a different method - for example, if you paid on your card and also as a Direct Debit - we'll need:

- ✓ Proof that you've paid the seller using a different method, for example a receipt or an email.

If you're claiming because your goods or services were cancelled, or you've cancelled them and are entitled to a refund under the seller's terms and conditions, we'll need:

- ✓ Evidence that your goods or services have been cancelled or that you've cancelled them, such as an email or letter showing this. For example, if you bought tickets to a concert, we'd need to see any communications from the seller saying it had been cancelled.
- ✓ A copy of the seller's terms and conditions, highlighting their cancellation policy.
- ✓ Evidence of a cancellation if you tried to cancel something before the service date (for example, if you cancel a flight), along with the cancellation policy that's in the provider's terms and conditions. If it's for a flight, we'll also need to see the original booking confirmation.

How to send us your evidence

Once you've gathered your evidence together, the quickest way to get it to us is by email. This will help us to review your case as fast as possible.



If you are claiming for a payment on your Visa debit card, please email your evidence to **PO-VisaEvidence@nationwide.co.uk**. Please make sure you include your customer number in the email subject line. If you don't know your customer number, don't worry – you can see how to find it [here](#).

If you are claiming for a payment on your Visa credit card, please email your evidence to **visa.ccdisputes@nationwide.co.uk**. Please include your name and postcode in the email subject line.



Nationwide

Building Society

How to send us your evidence (continued)

If you don't have access to email, you can post your evidence.



If you are claiming for a payment on your Visa debit card, please post your evidence to Nationwide Building Society, VISA Debit Card Disputes, Payment Processing, Nationwide House, Swindon, SN38 1NW. Please include your customer number on anything you send us – you can see how to find it [here](#).

If you are claiming for a payment on your Visa credit card, please post your evidence to Nationwide Building Society, NCCS, PO Box 8738, Wigston, LE18 9BG – make sure to include your name and postcode on anything you send us.

Sending your evidence by email is easy.

1. Write your email using your usual email service.
2. Add the email address and in the subject line and write your customer number if your dispute is about a debit card transaction or your name and postcode if it's about a credit card transaction. You can see how to find your customer number [here](#) if you don't already know it.
3. Click the paperclip icon or up arrow icon, depending on your device to add an attachment.
4. From the drop-down folder, navigate to the file(s) you want to attach and then click the 'choose file' button. You should then see your file added to the body of your email message. Once you're happy you've included everything you need to, click send.



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