

# Evidence you must provide to support your visa dispute

**Please note:** If your dispute is about an unauthorised, duplicate or recurring transaction you do not need to provide any evidence. We will review your claim as soon as possible.

**For all other disputes please provide the specific and general evidence relevant for you.**

Specific evidence you will need to provide to support your claim:

## Claim Specific Evidence

Please choose the relevant option below:

### **I haven't received the goods or services I paid for.**

- Please provide evidence of when you should have received the goods and services. For example, an email receipt of purchase.

### **I haven't received the goods or services I paid for, and the seller has now gone into administration.**

- Please provide evidence that the seller has gone into administration. For example, a letter or email from the seller confirming this, or a screen shot from their website.

### **My goods are faulty, or not as described or counterfeit.**

- Please provide a detailed description of what was different than 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 can take photos of the damage, please include copies.**

- Please also send the date and details of how you returned your goods to the seller. For example, a receipt from the post office.

### **I was charged a different amount than I should have been.**

- Please send evidence showing that the amount you agreed to pay is different from the amount taken from your account. For example, a copy of an invoice or receipt.

### **I paid for goods or services using a different method.**

- Please send evidence that you have paid the seller for the same goods using a different payment method. For example, an email or receipt.

### **My goods or services were cancelled by the seller.**

- Please send evidence that your goods or services have been cancelled, such as an email or letter showing this, as well as a copy of the seller's terms and conditions highlighting their cancellation policy.

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## In addition to your specific evidence, please provide the following general evidence:

- Confirmation that you have tried to sort things out with the seller or service provider first, before making this claim. This could be a letter and/or email correspondence between you and the seller.
- The date when you received, or should have received, the goods or services.
- A copy of the purchase agreement showing how much you paid for the goods or services. This could be an invoice or an email confirmation.
- A detailed description of the goods or services you bought. For example, if you're claiming for flights, please send evidence that shows the number of passengers, departure and arrival destinations, outbound dates and times and flight number. You may find this information in the same document.

## How to provide your evidence



### Visa Debit Card Claim

If you raised a Visa Debit Card Claim, email your evidence to [PO-VisaEvidence@nationwide.co.uk](mailto:PO-VisaEvidence@nationwide.co.uk). Please include your customer number, name and Postcode in the subject line.



### Visa Credit Card Claim

If you raised a Visa Credit Card Claim **before 30 May 2025**, please upload your evidence to the online form at [Credit Card disputes | Nationwide](#).

If you raised a Visa Credit Card Claim **after 30 May 2025**, email your evidence to [pocreditcarddisputes@nationwide.co.uk](mailto:pocreditcarddisputes@nationwide.co.uk). Please include your customer number, name and Postcode in the subject line.

If you don't have access to email or are unable to upload your evidence via the online form, you can post it.



### Visa Debit Card Claim

You can post your evidence to Nationwide Building Society, VISA Debit Card Disputes, Payment Processing, Nationwide House, Swindon, SN38 1NW. Please include your customer number, name and Postcode in the covering letter, on anything you send us.



### Visa Credit Card Claim

You can post your evidence to Nationwide Building Society, NCCS, PO Box 8738, Wigston, LE18 9BG – make sure to include your customer number, name and Postcode in the covering letter, on anything you send us.