

Claim form for improper bookings without physical card loss / card theft



What do you need to do?

- Please read the claim form carefully, complete it in full and sign every page.
- Send the completed and signed form to: PostFinance AG, Fraud Disputes, Flughofstrasse 35, Postfach, 8152 Glattbrugg.
Use the pre-printed address sheet on the last page if required.

Further course of action

- Once we receive your claim, we will check it carefully. We may need additional information from you.

Important notes

- You can only dispute the transaction in writing within 30 days from the date of the invoice.
- For security reasons, we do not contact our clients via e-mail and will therefore always contact you by phone or mail.
- Please state the number of the credit card / prepaid card that was used to make the improper bookings.
- The claim form must include the cardholder's signature. Signatures of authorized agents or other persons are not valid.
- If your credit card / prepaid card is not yet blocked, please arrange this immediately.

PostFinance AG
Fraud Disputes
Flughofstrasse 35
Postfach
8152 Glattbrugg

Adress sheet

Please complete this section

Confirmation of the cardholder for the contested transaction:

Last name: _____

First name: _____

Street, no.: _____

Postcode/Location: _____

Mobile phone: _____