

Advice regarding Fraudulent Card Payments

If you believe that someone has used your credit or debit card without your permission you should:

1. Contact the card issuer to notify them of the fraudulent transaction and to cancel the card. The card issuer may make a formal enquiry as to the details of the transaction. Once they are satisfied that the payment is fraudulent the customer reimbursed and the transaction reversed.
2. You may wish to consider contacting the police, but you should discuss this with the card issuer.
3. Under the Data Protection Act, the Authority is unable to supply information directly to customers regarding the details of the transaction, however we are committed to tackling fraud and therefore will supply all necessary information to the Police, Bank or Credit Card Company on receipt of a formal request.
4. Further guidance on fraud may be found on our Redbridge i Website or the Metropolitan Police Website.

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