

Travellers Cheque ENCASHMENT PROCEDURE

Travelex accepts Travellers Cheques for encashment where the issuer is Thomas Cook – MasterCard, Interpayment – Visa, and Travelex – MasterCard.

To encash the Travellers Cheques, please complete the form in capitals, and follow the instructions below.
Any incomplete forms may be returned.
Once completed, please send the form and required evidence to:
**Travellers Cheques Encashment Services Ltd, Worldwide House, Thorpe Wood, Peterborough PE3 6SB
United Kingdom**

Section 1. Cheque Information – to be completed in all cases.

Once complete, move on to Section 2.

Currency of cheques	
Number of cheques	
Value of cheques	

Cross through each counter-signed Travellers Cheque and mark as void.

Deface the cheque by cutting off the top left hand corner, or hole-punch each cheque.

Make a note of the serial numbers for your own reference.

If you need to contact us regarding your claim, you will need to provide your serial number/s.

*Office Use only.
Tick if
complete/rec.*

Section 2. Customer Detail – The customer is the purchaser of the cheques.

Once complete please go to Section 4 to complete your payment requirements.

If you are claiming as part of an Estate Claim, please go directly to Section 3.

Title	
First Name	
Surname (Family Name)	
Date of Birth	
Full Address	
Postcode or Zip Code	
Country	
Telephone number	
Email address	

Please provide proof of your identification that shows your signature. This requires to be a black and white copy of your full driving licence or passport, but must include your photograph and signature.

For claims over a certain amount we will require you to provide proof of your residency. This could be a black and white copy of an utility bill. Please check the table on the reverse of this document for clarification.

If you are making a claim as a Power of Attorney, please enclose a copy of the Power of Attorney document along with proof of identification that shows you signature. Please see above for example.

Section 3. Customer Detail – To complete if you are the Executor and making a claim for the Estate
Once complete, please complete Section 4 for the payment details

Title of the Deceased	
First Name of the Deceased	
Surname of the Deceased (Family Name)	
Date of Birth of the Deceased	
Date of Death of the Deceased	

Please provide black and white identification for the deceased that includes their signature

Please enclose a photocopy of the Death Certificate with this form

Do you have a copy of the Will or Grant of Probate? - Please circle	YES	NO
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If Yes, please enclose a black and white photocopy with this form.

If you don't have a Will or Grant of Probate to send, then we will be in touch with our requirements.

Your Full Name and Address	
Postcode or Zip Code	
Country	
Telephone number	
Email address	

Please enclose black and white copies of identification for all the Executors named in the Will/Grant of Probate

If there are multiple Executors and payment is to be made to just one, we will need a signed letter from all the Executors that they agree with the instruction to pay into one account

Section 4 . Bank details for Wire/Electronic Payment -
Payment cannot be made by cheque/draft.

Please be advised, Travelex are unable to make payment into a bank account held outside of your country of residency unless you can provide evidence of residency in the form of a utility bill in your name. If you cannot provide this, payment has to be made in the same country as your current address.

We can make a payment into any of the below currencies only. Please circle the currency you would like your payment made into

GBP	USD	EURO	AUD\$	CAD\$	CHF	HK\$	ZAR	
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Conversion Rates and Charges:

The foreign exchange rate used for converting the currency of the Travellers Cheque to the currency of the senders request will be via GBP (pounds sterling).

For example, if the Travellers Cheque currency was US Dollars and the currency of the payment was South African Rand, then Travelex would convert the US Dollars into Pounds Sterling, and then into South African Rand. The relevant foreign exchange rate used to make the payment is the rate at Travelex's store at Selfridges, Oxford Street, London at 7.30am on the day the Travellers Cheque is received. You can find out the foreign exchange rate by telephoning 01733 279760 and a member of the Travellers Cheque team will be able to help.

A 7% service charge, per claim value, will be deducted from the final payment.

If you wish for your payment to be made in the same currency as your cheques, and is accepted by your bank, the service charge will apply, but there will be no conversion charge.

Please tick the box to indicate you have understood the conversion rates and charges that will be applied. If this box is not ticked, your claim will be returned.	
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We appreciate that you may not wish to provide your banking details on the same form as the rest of your personal data.

If you prefer, you can send the below information by email to travellerscheques@travelex.com

Please tick the box to the right if you are doing this.

If you do not indicate that you will be sending your details and they are not listed below, it will delay your claim.

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If payment is to be made into any of the countries listed, we will need from you the banking information for the account:

USA	ABA/Routing Number	
AUSTRALIA	BSB number (Bank State Branch Number)	
CANADA	RTN (Routing Transit Number)	
SOUTH AFRICA	Branch Code	

Full Bank Name	
Full Bank Address	
Swift/BIC Code	

The SWIFT/BIC Code is the Bank Identifier Code which is a universal method of identifying financial institutions in order to facilitate automated processing of telecommunication message in banking and related financial environments.

The SWIFT/BIC consists of 8 or 11 characters comprised of the following components:

BANK CODE – 4 alphabetical characters

COUNTRY CODE – 2 letter code

LOCATION CODE – 2 alphanumeric characters

BRANCH CODE – 3 alphanumeric characters, the branch code is optional

This information should appear on your bank statement. If you require further help please contact your bank.

IBAN Number	
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The IBAN number is the International Bank Account Number which is the standard that has recently been introduced for use within the European Banking System. This should appear on your bank statement. If you require further help please contact your bank.

We are unable to make payment via Bank Transfer to a UK, European or Middle East based bank account if this information is not provided. Settlement may be significantly delayed.

A table for individual country IBAN character requirements is available on request.

Account Number and Sort Code	
Name of Account Holder	
The Account Holder name should be the same as that stated in Section 2 with the exception of Estate Claims	

Section 5 - Signature and Date	
Sender's Signature	
Sender's Name	
Date	

Proof of Residence is required where your travellers cheque equals or exceeds the below values

Currency	Value
GBP	10,000
USD	15,000
EUR	12,000
AUD	18,000
CAD	17,000
HKD	120,000
ZAR	170,000
CHF	15,000

Your privacy and your rights are important to us, we have updated our Privacy Notice, in line with the new general protection regulation (GDPR).

Our privacy policy which is regularly updated explains what information we collect about you and how we use it. You can find this here: <https://www.travelex.co.uk/privacy-statement>