

Fraud Protection – How to Make a Claim

Claims must be made by submitting the claims request form within 14 days of the date of the invoice relating to the suspected fraudulent activity.

Our Fraud Protection will cover you up to the value of £5,000 per instance of fraudulent call activity with a £250 excess. The service will not cover a repeat instance of fraud on a line / channel within a 6 month period and does not cover fraudulent activity caused via your IT infrastructure.

We will investigate all claims thoroughly by reviewing the calls in question for any fraudulent activity and we will do everything we can to process claims quickly.

Your Details	
Company Name	
Account Number (Found at the top of your telephone bill)	
Contact Name	
Contact Email	
Contact Telephone Number	

Claim Details	
Date of Claim	
Telephone Number/s	
Invoice Date	
Total Claim (per number per Month)	
Crime Reference	
Signature	

Please send your completed form to accounts@ipofficeltd.co.uk.

If you have any questions, please do not hesitate to contact one of our customer care representatives on (01392) 445566.