



PRIVATE BANKING

## Important Update: Enhanced Protection Against Authorised Push Payment (APP) Fraud

### Dear Customer,

We are pleased to inform you about important changes that will strengthen your protection against Authorised Push Payment (APP) fraud.

APP fraud occurs when you are tricked into sending money to a fraudster posing as a trusted individual or legitimate organisation. These payments are typically made via bank transfer or other online payment methods and can be difficult to reverse once sent.

### What's Changing?

Starting from 7 October 2024, new banking rules will be in effect. Under these rules, if you fall victim to APP fraud, we will refund any lost funds within 5 working days of receiving your report, subject to certain conditions.

You only need to notify us of the fraud, and we'll handle the rest. Eligible claims will be refunded up to £85,000.

### What's Not Covered?

Please note that the following types of payments and claims will not be eligible for refunds:

- Claims involving false information or attempted fraud.
- Fraudulent payments made before 7 October 2024 or claims that are older than 13 months from the fraud date.
- Payments not made via Faster Payments or CHAPS (e.g., international payments, card purchases, cheques, or cash withdrawals).
- Payments sent to accounts that are in your name and under your control.
- Fraudulent payments involving civil disputes (e.g., disagreements over goods or services).
- Payments processed by credit unions, municipal banks, or national savings banks.

### How to Make a Claim

In order to provide you with the best chance of being successful in any claim, you should report the fraud as soon as possible and provide us with all the information needed for our investigation. We may ask you to report the fraud to the police or assist in doing so on your behalf.

Please note that each claim will be reviewed on a case-by-case basis, and refunds may not be issued if there has been gross negligence by the account holder, such as ignoring warnings before making a payment or continuing to send money after reporting the fraud.

If you are dissatisfied with the outcome of your claim, you have the right to raise a formal complaint.

Your security is our top priority, and we are committed to keeping your money safe. Should you have any questions or concerns, please don't hesitate to contact us.

Sincerely

**Private Banking Customer Support Team**  
**Emirates NBD – London Branch**