

Dear colleagues,

It's important that we always remain alert to fraud risk, which at this time is particularly heightened in our personal and professional lives.

Please take a few minutes to read this email which explains the extra measures we're putting in place around University purchasing cards (Barclaycards) and the action we need you to take.

I'm confident that these shared measures will help us to protect ourselves and the University, but as ever if you have any queries or suggestions please feedback to me through the [Finance Service Desk](#).

Security of cards

Please check the physical security of cards in your area of control, especially if they are not expected to be used in the short term.

If this is the case, please contact the [Finance Service Desk](#) and request a temporary block on the card. If necessary, the block can be removed very rapidly, or urgent purchases can be made for you by Finance.

If your card is lost or stolen, please immediately let Barclaycard know on 0800 008 008 and also let the [Finance Service Desk](#) know you have done this. They will apply a temporary block on the card as an extra security measure.

The Finance Service Desk will organise for you to receive your replacement card securely as Barclaycard cannot send cards to your home address. Alternatively, the Service Desk can close your Barclaycard account.

Identifying and reporting fraudulent usage

Please continue to check, reconcile and authorise card statements promptly to ensure that all transactions are legitimate. Guidance on how to do this can be found on our [webpages](#).

If you identify any suspicious transactions, please immediately contact Barclaycard on 0800 008 008 (the number on the back of your card). Please also advise the [Finance Service Desk](#) once you have done this

Arrangements for planned replacement cards

For the time being we will contact you well in advance of card renewal dates to check whether the card is still required and to agree secure arrangements for getting it to you.

New card applications

The [process](#) for new card applications is unchanged, however in the circumstances please appreciate that extra security checks may need to be put in place. Please allow additional time for this, as well as potential administrative delays at Barclaycard and to time to deliver the card securely.

Getting help

If you have any queries please contact the [Finance Service Desk](#).

Best,

Allan Spencer

Director of Finance