

## **UK Debit card customer**

In December Fortis sent you an updated [flowchart](#). This informed all UK Debit card customers that they should claim from financial failure insurance instead of card providers.

To find out if you are insured, please contact Jennifer at [tfp@fortisinsolvency.co.uk](mailto:tfp@fortisinsolvency.co.uk)

If you are protected under the financial failure insurance, you should follow [these instructions](#) and fill out the claim form. The insurer Towergate has already paid out the majority of customers.

Towergate haven't provided an online form but you can upload the form to this website (or similar) and fill it out: <https://www.pdfescape.com/>

If you have emailed Fortis and you have found out that you are not protected by financial failure, don't worry. Please go back to your card provider with the rejection email from Fortis and complete your chargeback.