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Claim a Credit Card Payment

Last Article Update 09.08.2024

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With George, cashless payments are easy, quick and secure. However, if you check your credit card history and discover an unauthorised or incorrect card payment, you can claim it. You're able to do so directly via George and don't need to visit or call a branch.

Please note

Currently **you can only claim card transactions via George**. These are transactions made with a debit or credit card in a shop, at an ATM or online. Your advisor will be happy to help you with all other types of transactions, such as SEPA direct debits or transfers made via George.

App

How it's done

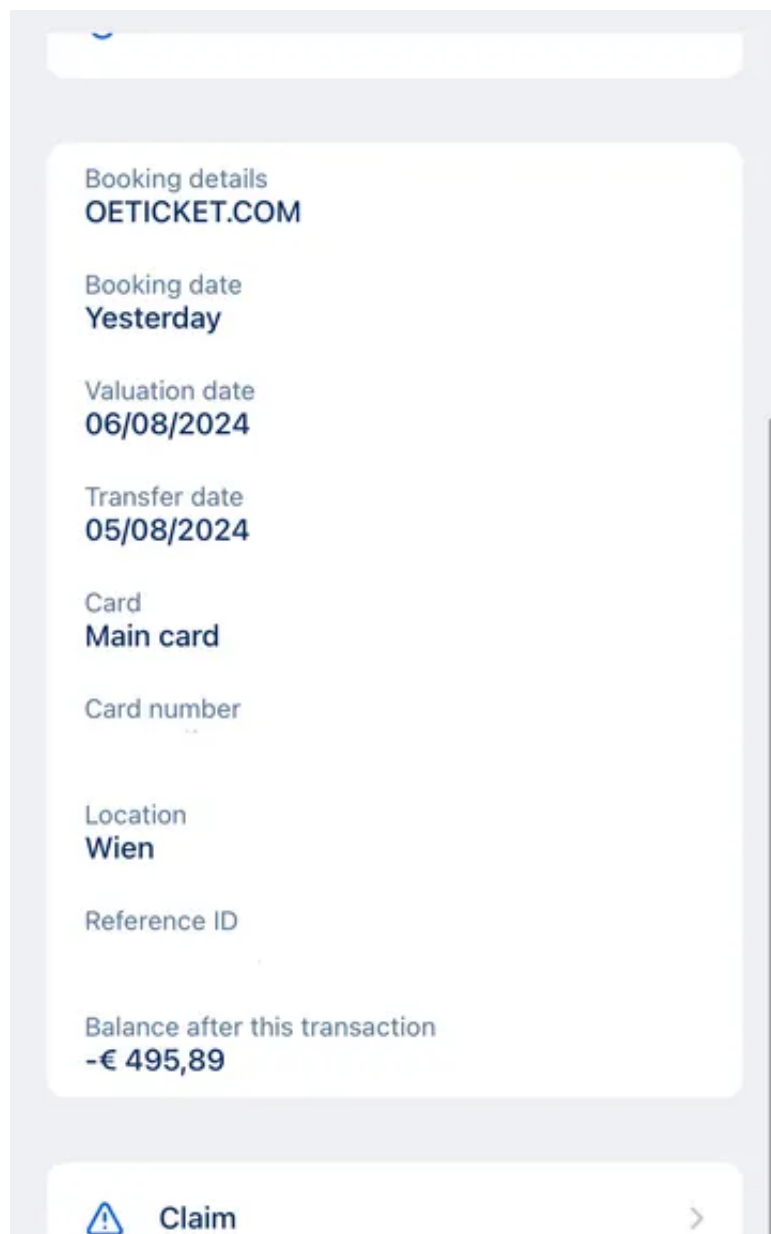
In your George overview, choose the card for which you want to claim a certain payment.

Within the **list of all your transactions**, click on the one you want to claim.

In the transaction details, scroll down until you see the "**Claim**" button.

George will now guide you step by step and provide you with the contact details in case you need to forward any additional documents. Make a note of these.

Please answer the detailed questions regarding your specific case as precisely as possible. This will help process it faster.



Booking details
OETICKET.COM

Booking date
Yesterday

Valuation date
06/08/2024

Transfer date
05/08/2024



Card
Main card

Card number
...

Location
Wien

Reference ID
...

Balance after this transaction
-€ 495,89

 **Claim** 

With this option, you can claim this transaction.

Web Browser

How it's done

In your George overview, choose the card for which you want to claim a certain payment.

Within the **list of all your transactions**, click on the one you want to claim.

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George will now guide you step by step and provide you with the contact details in case you need to forward any additional documents. Make a note of these.

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Regardless of whether you started the claim with the app or George's browser version, an individual check is then carried out. This can naturally take some time. Please understand that George cannot give you any information

about the processing status of your complaint.
Please contact your advisor, of course via
George.

Author: Stephanie Schüller

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