



Identity Support

Please note that reference in this document to 'Qualifying Account' means Current Account Plus, Additions Active, First Additions[†], Additions[†] and Additions Plus[†] accounts.

Barclays recognises the threat of identity theft, both on and offline. Which is why, as a Qualifying Account holder, you're entitled to Identity Support. Identity Support is a useful service to help protect you against identity theft.

Professional advisors will support you with guidance, whether you're a victim of identity theft or worried you may become one.

The advisors will provide practical support in helping you to resolve the matter including advice and other tips to help you clear your name.

The Identity Support Advice Helpline will be open for your convenience from 8am to 8pm, Monday to Friday and 9am to 6pm on Saturday, Sunday and Bank Holidays. If you require advice, please call the appropriate number, as detailed on the right, quoting your sort code and account number.

Identity Support is provided by Lifestyle Services Group Ltd.

How to get in touch

If you are a Current Account Plus customer

Please call the Current Account Plus Helpline on **0800 328 6931***, selecting the Identity Support Advice Helpline option.

If you are an Additions Active customer

Please call the Additions Active Helpline on **0800 99 44 22***, selecting the Identity Support Advice Helpline option.

Accounts no longer available to new business

While the following accounts are no longer available they continue to operate as usual.

If you are a First Additions[†] customer

Please call the First Additions[†] Helpline on **0845 600 7722[#]**, selecting the Identity Support Advice Helpline option.

If you are an Additions[†] customer

Please call the Additions[†] Helpline on **0845 723 1103[#]**, selecting the Identity Support Advice Helpline option.

If you are an Additions Plus[†] customer

Please call the Additions Plus[†] Helpline on **0845 300 3466[#]**, selecting the Identity Support Advice Helpline option.

Take one small step

You can get this in Braille, large print or audio by calling **0800 400 100*** (via Text Relay if appropriate) or by ordering online from barclays.co.uk/accessibleservices/

[†]First Additions, Additions and Additions Plus were removed from sale on 2nd June 2008. Existing account holders are not affected by this change.

Call monitoring and charges information

To make sure we maintain a high quality service we may monitor or record phone calls for security or training purposes.

*Calls to 0800 numbers are free if made from a UK landline.

[#]0845 – For BT residential customers, calls will cost no more than 4.5p per minute, plus 12.5p call set-up fee (current at June 2011).

The price on non-BT phone lines may be different.

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