

# Frequently Asked Questions

## Where is my nearest fuel site?

To find your nearest site, log on to our site locator at: [www.thefuelcardcompany.co.uk/site-locator](http://www.thefuelcardcompany.co.uk/site-locator) and enter your town, city or postcode and select your card from the drop down box. Click 'Search' to find desired sites.

## My local site is not right / convenient for me!

Please contact our customer service team and they will be happy to look at the fuel sites in your area and match them to one of our 11 fuel cards, to better suit your needs.

## What type of products can I purchase on my card?

Product purchases are limited by pre-set restrictions on your particular card. Most cards allow the purchase of fuels, lubricants and some also allow you to purchase shop goods, car wash credits and vehicle related accessories. To change or find out what purchase options you have, please contact customer service.

## Is the card linked to a driver or a vehicle?

The card can be linked to:

- ▶ Driver and vehicle
- ▶ Driver only
- ▶ Vehicle only
- ▶ Multi-user

For added security, all cards are embossed with the company name. You can change these details by ordering new cards. To do so, please visit your online account management tool at: [www.fuelcards.co.uk/account-management](http://www.fuelcards.co.uk/account-management), or contact customer service.

## What happens if I forget my fuel card / it won't work and I need to refuel?

We strongly recommend that you keep your card with you at all times, but if you do mislay it call us, from the site, during office hours on 0845 456 1400 with your account details and be prepared to answer security questions. If you've forgotten your card and require us to process a manual transaction, this will be subject to a small charge.

## Contacts

Our customer service team is available Monday to Friday, 8am-5.30pm\* on:  
Telephone: 0845 456 1400 Fax: 0845 456 1700 Email: [customerservice@fuelcards.co.uk](mailto:customerservice@fuelcards.co.uk)

### Office address:

The Fuelcard Company UK Ltd  
St James Business Park, Grimbald Crag Court  
Knaresborough HG5 8QB

## How often are invoices sent?

Invoices are sent on a weekly basis mainly by email (unless otherwise agreed). Alternatively, they can be sent via fax or post, which is subject to a small charge.

## I want to see details of my driver's transactions every week - can I do this?

We will send you a detailed invoice providing individual transactional information grouped by card or vehicle. Most customers sign up to receive invoices via email. You can also access this information 24/7 via online account management.

## What is online account management?

Online account management allows you to access your account details and monitor card activity 24/7, and includes services such as; requesting copy invoices, ordering new cards, stopping lost/stolen cards and downloading fleet management reports. These reports can be exported to Excel and incorporated into your own reporting system. To set up online account management please visit the quick start guide: [www.thefuelcardcompany.co.uk/welcome](http://www.thefuelcardcompany.co.uk/welcome)

## How do I order additional card(s)? How do I cancel card(s)?

You can process all of the above (once signed up) within online account management. Alternatively send details of your account and relevant cards to customer service and we will process your request for you.

## What happens when an employee with a card leaves the company?

If an employee leaves you must cancel their card as soon as possible because you're liable for any spend made on your fuel cards (see T&C's). You can do so by using your online account or by emailing us with your account and card details.

## What if my cards are lost or stolen?

You must notify us as soon as you think that your cards have been stolen or lost. You can log on to your online account and cancel the card immediately, or email your request to customer service and include; your company name, account number and card number.

### Registered Address:

c/o CH Jones  
Premier Business Park, Queen Street  
Walsall WS2 9PB