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MR MASA AKI TAKASHIMA
 Flat 15 Earlsfield House
 Royal Quarter
 Seven Kings Way
 Kingston upon Thames Sur KT25BG
 UNITED KINGDOM



American Express Services Europe Limited
 Department 70,
 1 John Street,
 Brighton, BN88 1NH
 United Kingdom
 Tel : 0845 6042638
 Fax: 01273 341701
 americanexpress.co.uk/my account
 14 July 2023

Our Reference Number: D-47626273
 Transaction Amount: GBP 4032.00

Merchant Name: ASPECT CO UK CHESSINGTON LO
 Transaction Date: 28 June 2023

Dear MR MASA AKI TAKASHIMA

We are writing to you with important information about the enquiry you filed with us from ASPECT CO UK CHESSINGTON LO. In order to resolve this inquiry to your satisfaction, we require some additional information from you.

For us to credit your account for transactions previously billed, please send a copy of your order or booking confirmation and an itemized invoice indicating a delivery date to us at the above fax number or mailing address. Also, provide a copy of the communication from the merchant advising services will not be provided and your request to the merchant for a return or cancellation including the date of your request, person contacted and the communication method. You should also ensure the above reference number is indicated on all correspondence.

You can upload your documents online at americanexpress.com/uk/documentcentre. Please select "Dispute Support" as your document category. Alternatively, you can also fax the information to 01273 341701. Please include the inquiry reference number on all documentation you send to us.

Once we have received the information, we will contact the Merchant on your behalf. It's important that we receive all relevant information before 24 July 2023, or we won't be able to investigate and the amount under review will be re-applied to your account.

Login to our website to view your recent charges and payment history. You may also access "Your Disputes" by visiting: www.americanexpress.com/ManageMyDisputes. We're here to help: Have questions? Just log into your account online to chat with us? we're here for you 24/7.

Ready to go paperless? Receive messages like this to your email by changing your preferences online under Account Management - Alerts & Preferences.

Thank you for your Cardmembership.

Yours sincerely,

American Express Customer Care