



WD 01 003300 60082H 5 A**SNGLP

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
31 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 previously filed with us from ASPECT CO UK CHESSINGTON LO.

When we contacted you on 19 July 2023, we told you that a credit of £4032.00 had been applied to your upcoming statement as ?Credit for disputed charge?.

As per the documents provided by you, the merchant has said that the materials which costed GBP 893.87 are non-refundable. However they will refund the remaining amount. No refund has been provided to you. As a result, GBP 893.87 will be re-applied to your account and the rest of the credit will remain on your account.

Our investigation will continue and if the Merchant provides us with further details that support the charge, we may reverse the credit applied on 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

003300 1/1

000004877 LEGBAREA 21223