

We received your documentation

American Express <AmericanExpress@welcome.americanexpress.com>

2023/07/19 (水) 15:18

宛先:masaaki.takashima@outlook.com <masaaki.takashima@outlook.com>



Hello,
MR MASAOKI
TAKASHIMA

Account Ending:
1000

Inquiry Update



We're writing regarding your recent inquiry about the transaction from ASPECT CO UK CHESSINGTON LO.

We are pleased to inform you that we've received your details for charge in question and will forward to the merchant.

We have applied a GBP 4032.00 credit to your account, which will replace the amount previously under review. You will see the credit adjustment on your forthcoming statement.

Please keep in mind that if the Merchant does send us documentation to support the charge at a later date, 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.

Inquiry Amount: GBP 4032.00

Transaction Details:

GBP 4032.00 - ASPECT CO UK CHESSINGTON LO
Date of Transaction: 28 June 2023
Reason for Your Inquiry: I haven't received my order/item/service
Inquiry Reference Number: D-47626273
Estimated Resolution Date*: 07 September 2023

**You are not responsible for the amount in dispute while we investigate your case. Estimated Resolution Date is subject to change as we investigate your inquiry.*

Thank you for your Card Membership.

American Express Customer Care

You may receive additional communication via mail, or via email if you have consented to electronic delivery, regarding your dispute.

How easy was this communication to understand?

1	2	3
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Not Easy

Neutral

Easy



Find out more about your account by logging into americanexpress.co.uk

[Contact Us](#) | [Privacy Statement](#) | [Update Your Email](#)

Your Card Member information is included above to help you recognize this as a customer care e-mail from American Express. To learn more about e-mail security or report a suspicious e-mail, please visit us at americanexpress.com/phishing. We kindly ask you not to reply to this e-mail but instead contact us via [Customer Care](#).

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