

## We received your inquiry

American Express <AmericanExpress@welcome.americanexpress.com>

2023/11/17 (金) 2:14

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



Hello,  
MR MASA AKI  
TAKASHIMA

Account Ending:  
1000

### Inquiry Update



We're writing to let you know that we've received your inquiry about the charge(s) from ASPECT CO UK CHESSINGTON LO on your account listed above.

While we investigate this for you, you won't be responsible for the GBP 893.87 under review.

We'll try to resolve the matter in less than a month. However, complex cases may require additional time. During this time, we'll review the details of your inquiry (and may contact the merchant, if necessary). You will hear from us if we have an update or once this investigation has been resolved. We will certainly represent your interest when we contact the merchant on your behalf. However, if we receive sufficient detail(s) from them addressing your claim, we will reverse the disputed amount 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](http://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.

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Inquiry Amount: GBP 893.87

#### 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

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 Not Easy	2 Neutral	3 Easy
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Find out more about your account by logging into [americanexpress.co.uk](https://americanexpress.co.uk)

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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](https://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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