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02 November 2023

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



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're writing regarding your recent enquiry about the charge from ASPECT CO UK CHESSINGTON LO.

Here's what happened: We have reviewed the information provided by you. The merchant has already provided the sufficient proof. The information you sent is not sufficient for us to validate your reason for re-disputing the claim. Therefore, we are unable to contact the merchant again on your behalf.

Here's what to expect: We suggest you work directly with the merchant to resolve this matter. If you wish to re-open this investigation, request you to provide us with the proof of full refund promised by the merchant, that supports your claim. As a result, we have closed this investigation and the amount previously under review/credited has been reapplied to your account balance. You will see the charge reflected on an upcoming billing statement.

Keep in Mind: American Express acts solely as a billing agent and only the merchant can issue a credit to your account. We appreciate your understanding in this matter.

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.

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