



WD 01 001257 65838H 2 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
06 November 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're writing regarding your recent enquiry about the transaction from ASPECT CO UK CHESSINGTON LO.

You had expressed in your last communication to us that you would like to seek a refund under Section 75. Therefore, we have now shared your case with the team that handles Section 75 claims.

The relevant team will get in touch with you in next 5 business days and advise further course of action. As a result, we have closed our investigation.

We appreciate your understanding and patience in this matter. We hope you and your family stay safe during these difficult times?

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