

FLYBE ONLY

Declaration of disputed transaction(s)

first direct

Full name:

Post code:

16 digit card number:

Company(s)

Purchase amount(s)

Date of purchase(s)

Total amount you're disputing if different to above
£

What was purchased: eg flight(s) only, car hire (which has debited to flybe), car parking (which has debited to flybe). Extras, such as baggage, seat reservations, extra leg room etc.

Date/Time of departure:

Date/Time of return:

Flight number(s):

Departure airport:

Destination airport:

No. of people traveling:

We'll begin our investigation when we receive your completed form and supporting information. In line with the Visa dispute process:

- if a claim can be made, first the full amount will be credited to your account
- this doesn't guarantee the claim will be successful (so be careful not to spend it straightaway, just in case)
- if it isn't successful, we'll let you know before the money comes back out of your account
- we'll also let you know if we get any more information
- if we don't hear anything within 75 days, we'll assume your claim is successful
- if it is, the money will stay in your account although it's worth bearing in mind the retailer or administrator may still be able to ask for it back if they feel they're entitled to.

In the meantime, if you have any questions about anything covered above, please give us a call on **03 456 100 100**† and we'll be happy to help.

Please complete this form and either post it to
first direct, 40 Wakefield Road, Stourton, Leeds, LS98 1FD
or email it to fdcardscustomermail@firstdirect.com

We'll then consider if we are able to help you through Visa Claims Resolution Schemes.

†Text-phone **03 456 100 147** or if calling from abroad **+44 113 234 5678** (Text Relay **+44 151 494 1260**).

For more information on contacting us via BSL video relay service visit [firstdirect.com/contact-us](https://www.firstdirect.com/contact-us)
Because we want to make sure we're doing a good job calls may be monitored and/or recorded, we hope you don't mind.

Date(s) you tried to resolve the dispute with the company:

How you did this:

Who you were in contact with:

What they said:

If you're claiming against a company that's gone into administration and the administrators/liquidators have confirmed the goods/services won't be received, please send this with your Declaration.

If you're claiming because you haven't received travel services, please include any details you've been sent about the claim you made against the travel company's insurance or bond scheme eg ABTA, ATOL or equivalent in the country where the travel company is registered:

Any information provided has been completed to the best of my knowledge and belief and I will notify **first direct** without delay of any changes in my circumstances affecting any of the information given. Where information I have provided relates to other people, I declare I am authorised by them to disclose that information.

I agree to **first direct** sharing details of my claim with the retailer(s)/supplier(s) shown above and/or any relevant banks or agents involved in the transactions(s).

Signature:

Date:

Member HSBC Group