



Merchant Services

VCR and MCM Test
Airside Business Park
SWORDS
IRELAND

AIB Merchant Services
Customer Services

PO Box 2026
Dublin 4

Telephone 1850 200 417
www.aibms.com

Tel No: (01) 247 6483
Fax No: (01) 247 6486

19 October 2021

Our Ref: Chargeback Dispute Control Number : 200020259261

Cardholder Number : VI 4300 00XX XXXX 7896
Reference Number : 74143619164000055380010
Transaction Details : 10.06.2019 - EUR 50.00
Merchant Tape Reference :
Merchant Number : 020005432
Chargeback Dispute Amount : GBP 44.8
Reason Code : 3246
Merchant Reference : 360022992
Terminal ID :
Airline Addendum :

Dear Sir or Madam,

We have received an enquiry from a cardholder's bank relating to the above transaction. To help us reply on your behalf, can you provide us with the following information please:

1. A copy of the terminal receipt (or a signed voucher if this was a manual voucher)
2. Any other relevant information you might have to help us respond to the query
3. Please let us know if you have already processed a refund for this transaction.

The easiest way to respond is to email the details above with a copy of this letter to chargebacks@aibms.com or you can **fax** your response to **+353 1247 6486**.

It is very important that we receive this information from you within 10 days. Otherwise your business bank account may be debited for the value of this transaction and an administration fee may also be charged.

If you have any questions about this letter we'd be happy to help. Please contact our **Chargeback Team** on **(ROI) 01 247 6483** or **(UK) 01268 298981** or log onto **www.aibms.com** to access our Chargeback Handbook

Yours faithfully,

Chargeback Manager Merchant Operations
AIB Merchant Services



VISA



AIB Merchant Services is a registered business name of First Merchant Processing (Ireland) DAC, incorporated in Ireland under registration number 355781

and having its registered office at Block 6 Belfield Office Park, Clonskeagh, Dublin 4.

Directors: Fergal Coburn, David Courtney, Joanna Diamond (British), David Flynn, Liam Miley, Denis O'Callaghan, Rosemary Reilly, Phil Stunt (British), Espen Tranoy (Norwegian).

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