

CB85 – Refund not received

Customer Name: _____

Sort Code: _____ Account Number: _____

Last 4 digits of card number used: _____

Date of transaction(s)	Merchant Name	Amount
_____	_____	_____

If the refund due is only part of the full amount, please indicate the amount expected £ _____

Please enclose a copy of the sales voucher for the transaction you authorised.

Visa regulations stipulate that you need to attempt to resolve with the retailer before we can progress further and take action on your behalf.

Date attempted to resolve with the retailer/liquidator: _____

Method of communication: _____

Name of contact (if known): _____

Merchant Response: _____

I agree you may discuss the case and pass a copy of this statement to the retailers/suppliers listed above and/or the acquiring banks or agents involved in the processing of these transactions.

Signature of customer: _____ Date: _____