

THOMAS COOK ONLY

## Declaration of disputed transaction(s)

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](mailto:fdcardscustomermail@firstdirect.com)  
We'll then consider if we are able to help you through Visa Claims Resolution Schemes.

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 Package holiday, flight(s) only, accommodation only etc  
Extras booked through tour operator ie kids club, extra leg room etc

Date/Time of departure:

Date/Time of return:

Flight number(s):

Departure airport:

Destination airport:

Hotel transfers:

Destination/Resort:

Accommodation name:

How many rooms:

No. of people travelling:

**first direct**

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

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