Cardholder dispute: Failed travel merchants

**Cardholder name**

The cardholder is disputing the transaction(s) for the reason given below.

Give a full explanation for the dispute. For example, provide information on the airline / travel merchant that did not provide the service, and explain why the service was not available.

The cardholder confirms that the travel service relating to the transaction(s) has not been received and*(please highlight or select (if printing/scanning) one of the statements below)*

The travel service **was not** covered by a bonding authority or similar scheme according to local law or we cannot reasonably determine if the travel service was by a bonding authority or similar scheme according to local law

**OR**

The travel service **was** covered by a bonding authority or similar scheme according to local law and the cardholder requested reimbursement from the bonding authority or similar scheme and did not receive it or the claim was declined.

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Required information

|  |  |
| --- | --- |
| Transaction date |  |
| Transaction currency |  |
| Transaction amount |  |
| Dispute amount |  |
| Merchant name |  |
| Departure date |  |
| Booking reference (PNR) |  |
| Flight numbers |  |
| Departure leg airports (example MLA → LHR) |  |
| Return leg airports (example MLA → LHR) |  |
| Passenger surname |  |
| Card ID |  |

(For multiple transactions, please use tables on subsequent pages.)

I declare that the above-given information is true and correct to our knowledge. I understand we are liable for any fees for the investigation and resolution of the dispute in accordance with the Modulr Terms and Conditions and Modulr Chargeback process. Modulr may contact me if it requires further information. I have also attached proof that the cardholder wishes to dispute the transaction(s) and confirms the above.

**Signature** **Date**

Additional transactions (if required)

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| --- | --- |
| Transaction date |  |
| Transaction currency |  |
| Transaction amount |  |
| Dispute amount |  |
| Merchant name |  |
| Departure date |  |
| Booking reference (PNR) |  |
| Flight numbers |  |
| Departure leg airports (example MLA → LHR) |  |
| Return leg airports (example MLA → LHR) |  |
| Passenger surname |  |
| Card ID |  |

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| --- | --- |
| Transaction date |  |
| Transaction currency |  |
| Transaction amount |  |
| Dispute amount |  |
| Merchant name |  |
| Departure date |  |
| Booking reference (PNR) |  |
| Flight numbers |  |
| Departure leg airports (example MLA → LHR) |  |
| Return leg airports (example MLA → LHR) |  |
| Passenger surname |  |
| Card ID |  |

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| Transaction date |  |
| Transaction currency |  |
| Transaction amount |  |
| Dispute amount |  |
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| Return leg airports (example MLA → LHR) |  |
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