



How to complete the form

3 Please use **BLOCK CAPITAL LETTERS** and leave one space between each word

Here are some categories to help you. If you need to give us more information, let us know in a cover letter and attach any documents that you think might help.

Tick	What type of a dispute is it?	Documents we need to see.
☐	I didn't get the goods or services that I ordered.	• Proof that you contacted the shop, supplier or seller, for example an email, letter or fax. • Copy of invoice if there is one. If there isn't one, describe what you tried to buy. • If you were dealing with a travel operator or an airline that has gone into liquidation we need proof that the transaction is not covered by a bonding authority.
☐	I didn't get a refund when I was supposed to	• Once 15 days have passed since the transaction and you still have not received the refund, send us the receipt for the refund from the sales terminal.
☐	I have cancelled a transaction with a retailer and keep getting charged a recurring amount	• Proof that you tried to cancel it before it was charged.
☐	I received counterfeit goods	• Describe the goods you tried to buy. • Tell us if the goods are held or destroyed by Customs • Send us a copy of invoice or order confirmation. • Proof that the goods are counterfeit, or that the online shop is not genuine, from the owner of the brand, or Customs or an expert.
☐	I got a refund but it was not enough because of currency conversion.	• Tell us why you were getting a refund in the first place. You can only dispute this charge when the refund was due to a mistake by the shop or seller, not when they were refunding you because you cancelled a transaction, for example.
☐	I received goods that were damaged or defective.	• Describe what the goods were and what was wrong with them. • The invoice, if there is one. • Show that you contacted the shop or seller to try to fix the problem. • Show that you sent the good back by recorded delivery.
☐	I cancelled the order	• Show that you cancelled the order and returned the goods if you had already received them. • The shop or seller's cancellation policy. • Show that you contacted the shop or seller to try to fix the problem.
☐	Other	• Tell us what happened and show us as much proof as you can. The more you tell us the better we may be able to help you.

There are strict guidelines in Visa's rules about disputes. You should raise any dispute within 60 days of the transaction on your account to give enough time to look into and process the dispute. We will try to help you, but outside 60 days we cannot guarantee that we will be able to process your dispute. If, while looking into your dispute we need more information we will contact you.

Please return this form and any associated documentation to **92 Ann Street, Belfast BT1 3HH** or you can email a scanned copy of the form to **charge.back@aib.ie**

Signature 	Date Day Month Year / /
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