

Above DTNs case numbers are 6 of the 7 charges that you disputed, the seventh one (DTN8159E100440) was already refunded by us \$6748.58 posted 08/11/18 as chargeback went unchallenged, two were refunded by merchant, and 6 (subject of this Arbitration) are the ones you will be refunded soon by our Accounting Department which I will be notifying. For your reference , Second attachment are the amounts in USD which were withdrawn, or were resolved in your favour.

Kind regards

Romy

Card Disputes & ATM Disputes
Risk & Fraud Operations

Risk & Fraud Operations
Operations Services
GPO Box 179
Sydney NSW 2001, Australia













From: Aspiras, Romulo

Sent: Tuesday, 8 January 2019 1:02 PM

To: 'Nicola Ibbotson'

Subject: RE: ANY NEWS?

Hi Nicola

Happy New year too..

From time to time I check your case from Mastercard , and as of today, Mastercard still has to rule on the case. The merchant bank has escalated this to Arbitration on 08/11/18 which we rebutted on 16/11/18. So it has been two months or 60 days now. Mastercard hands down its decision normally from 2 to 3 months or 60 to 90 days. Until then we have to await it.

Kind regards

Romy

Card Disputes & ATM Disputes
Risk & Fraud Operations
