# COVID 19 – Bank of Ireland UK Debit / Credit Card Claim

**Chargeback Unit**

**BOIUK Cards**

**Customer Service Operations**

**PO BOX 13**

**1 Donegal Square South**

**Belfast BT1 5LT**

Please write to us at the above address and include the following information:

* *16 digit Card Number*
* *Cardholder Name*
* *Cardholder Address*
* *Phone Number*

## Please provide the following:

* A copy of all pages of the purchase information.
* Who the payment made to as per your Credit Card/Bank Statement

(i.e. Easyjet, Ticketmaster etc)

* The transaction Date - DD/MM/YYYY (Date of Purchase)
* The payment amount (Amount shown on your Card/Bank Statement)

## Are you making a claim for an incomplete service?

* Please provide a description of what you have received and the value of the missing service and include your Invoice/Receipt.

Due to the number of people affected by the current situation, refunds may take longer to process.