# Flybe – Bank of Ireland UK Credit Card Claim

**Chargeback Unit**

**BOIUK Credit Cards**

**Customer Service Operations**

**PO BOX 13**

**1 Donegal Square South**

**Belfast BT1 5LT**

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

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

## If your purchase was for a flight Only through Flybe, please provide the following:

* A copy of all pages of the Booking Confirmation/tickets/e-tickets. (This must include flight details and all booking terms and conditions to evidence that you are not ATOL Protected)
* Who the payment made to as per your Credit Card/Bank Statement

(i.e. Flybe, Stobart Air, Eastern Airways Blue Islands)

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

## If your purchase was for a package Holiday or Bonded Travel Company (ABTA/ATOL/CAA)

* Due to the service being booked as a package holiday, please access the ATOL website for advice on how to make an ATOL Claim:

<https://www.caa.co.uk/atol-protection/>

* Any Chargeback claims submitted for a package holiday will be rejected as your booking is ATOL protected.
* If you have attempted to claim via ATOL/ ABTA/CAA and your claim has been rejected you must provide us with the documentary evidence of the refusal.

## 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.

## Useful Links

**CAA:** <https://www.caa.co.uk/News/Advice-to-UK-consumers-following-Flybe-entering-administration/>

**ABTA:** <https://www.abta.com/news/flybe-limited-advice-customers>

Due to the number of people affected by Flybe ceasing trading, refunds may take longer to process.