**IMPORTANT!   
PLEASE READ THEN DELETE THIS BOX**  
This is a template letter for guidance. You need to add your details and where appropriate change the letter to suit your particular circumstances.

Once you’ve made changes, always print it out and read through to check it makes sense to the recipient.

**ACTION POINTS**

**[BLUE BRACKETS]:** Put your specific info here, then delete the instructions (and change the text colour)  
 **[RED BRACKETS]:** Just for info, after you’ve read delete

[insert your name

and address]

[insert date]

[insert name and

address of credit

card company]

Dear Sir or Madam,

**Account number: [insert credit card number]**

**Ref: Section 75 of the Consumer Credit Act 1974**

I am writing to request that you reimburse me the value of [enter amount] as paid to [enter company name] for [enter flights, accommodation, transfers, car parking purchased] on [enter date] with my [enter the name of your credit card] credit card.

My claim is made on the grounds that Lowcosttravelgroup has gone into administration and you are jointly and severally liable for any misrepresentation or breach of contract with the above supplier under Section 75 of the Consumer Credit Act 1974.

[Use this section if you would like to claim additional costs or delete]

In addition to the cost of the item, I would also like to claim the additional amount of [enter amount] for the consequential losses I have incurred as a result of the suppliers breach. These costs are as follows: [enter details of additional costs] bringing my total claim to [enter amount of item plus extra cost].

I look forward to a full and prompt response to this letter within 14 days.

Yours faithfully,

[insert your signature]

[insert your name (printed)]