Dear Sir, Madam,

Worldline Services has received a retrieval request from a credit card issuing bank concerning a transaction that was processed on behalf of your company.

It concerns the following transaction:

|  |  |
| --- | --- |
| **PSPID** | EVEVIIVOEMS |
| **Merchant Reference** | ONT-654-412-2 |
| **Credit Card Number** | \*\*\*\*\*\*\*\*\*\*\*\*4483 |
| **Transaction Amount** | 65.4900 |
| **Transaction Date** | 2021-09-27 |
| **Acquirer Reference Number (ARN)** | 85449471270138525381731 |
| **PayID** | 6199761311/0 |
| **Retrieval Request Reason code** | MasterCard Code **6321** |
| **Reason description** | Transaction not recognized |

How to fulfill this retrieval request ?

May we kindly request you to send us the next supporting documents:

* Any documentation that can make the transaction identifiable
* Company description (brief)
* Copy of the invoice (with unaltered TID) and copy of the order
* Customer details (shipping-/billing-/email-/IP- address included)
* If applicable, refund details
* If applicable, airline flight information

Please provide us with these documents within 14 days after receipt of this letter. If no answer is received to this letter please note that a chargeback may occur for this charge.

What if you have already refunded this transaction ?

If a refund was processed for this charge, or when you decide to refund this charge, please let us know and forward us the details of this refund so we can inform the issuing bank accordingly and prevent a possible chargeback.  
If no answer is received to this letter please note that chargeback fees may apply.

Questions ?

You want to better understand how retrieval requests work ? Do not hesitate to have a look at our online supporting documentation : [documentation](https://payment-services.ingenico.com/int/en/ogone/support/guides/user%20guides/dispute%20management) . If you have a specific question regarding the chargebacks you received, please contact us by e-mail: [dispute.management@ecom.ingenico.com](mailto:dispute.management@ecom.ingenico.com)

With kind regards,

**The Dispute Management Team**

Dispute Management / Worldline

[dispute.management@ecom.ingenico.com](mailto:dispute.management@ecom.ingenico.com)

<https://www.worldline.com/en/home/solutions/online-payments>



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