

Questions / Answers for Thomas Cook

1. Who is entitled with a refund due to the closure of Thomas Cook?

All cardholders who made transactions with Thomas Cook with a Bank of Cyprus Card and services were not and will not be provided, must refer first to the Thomas Cook link <https://thomascookcaa.co.uk/>. In case no solution is provided, please refer to the dispute procedure.

2. What dispute procedure must the cardholder follow?

The cardholder must fill the dispute letter and either:

- Deliver it to any Branch of the Bank or
- Send it through secure message through 1Bank, in case the customer is a 1Bank subscriber.

In cases where the purchase was done through a Travel Agency, the cardholder must contact the merchant first where they can resolve the problem between them (offer him an alternative or proceed with a credit). If the cardholder is not satisfied with the Travel Agency's offer, he should inform us on his claim of his attempt to resolve the case with the merchant.

3. Which are the necessary documents that the card member must provide?

Copies of the tickets (e-tickets) should be provided. In cases that there are no tickets the ticket numbers and the flight dates should be provided.

Any communication between card member and merchant (in cases of Travel Agencies) must also be provided.

4. What happens in cases that only a part of the trip will not be provided?

The cardholder can only make a claim for the money that correspond to the flight that was not or will not be provided. For example, if a cardholder purchased tickets with a return and the first flight was provided but the return date was after the closure of the company, then the cardholder is only entitled of the amount that correspond to the flight that was not provided.

In cases where a cardholder purchased tickets from different Air Companies and he cannot fulfill his trip since one of the flights will not be provided, he can only claim the money from the Air Company closed and not from the rest.

For Example: The cardholder will travel from Larnaca to Athens with one Airline and from Athens to London with a different Airline. If the first ticket is with the Airline closed he can only make a claim for this flight and not for the second flight, since this one may still be valid. As for the rest of the tickets, the cardholder must try to cancel them by himself according to the Cancellation Terms and Conditions of

the Company. He must do the same with any other arrangements regarding his trip (e.g. hotel reservations, car rentals etc).