

To whom it may concern

re: Thomas Cook Airlines Ltd

Thank you for your enquiry concerning a payment made by you to Thomas Cook Airlines Ltd using your credit or debit card.

Thomas Cook Airlines Ltd were not ABTA Members and we are therefore unable to assist you. However, as you made payment by Credit or debit card you should be able to submit a claim through your bank or credit card company.

In order for your claim to be considered you should forward this letter on to your bank or credit card company along with copies of your other documents requesting that they consider your claim.

Yours sincerely
ABTA Claims Department