

Flybe in administration – AA Credit Card chargeback claim

My purchase was for a flight only through Flybe

Please write to us at:

Chargeback Unit
AA Credit Cards
PO BOX 2138
Belfast BT1 9RX

You'll need to tell us:

- 16 digit credit card number
- cardholder's name
- cardholder's address
- phone number

Please also provide the following details:

- A copy of **all pages** of the booking confirmation, including tickets or e-tickets. This must include flight details and all booking terms and conditions to prove that you're not ATOL protected.
- Who the payment was made to as shown on your credit card or bank statement, either Flybe, Stobart Air or Eastern Airways Blue Islands.
- The transaction or purchase date – DD/MM/YYYY
- The payment amount shown on your card or bank statement.

I'm making a claim for an incomplete service

Please provide a description of what you've received and the value of the missing service, and include your invoice or receipt.

My purchase was for a package holiday or bonded travel company

Due to the service being booked as a package holiday, please go to the [ATOL website](#) to make a claim.

Where a booking is ATOL protected, any chargeback claim for a package holiday will be rejected.

If a claim via ATOL, ABTA or the CAA is rejected, you must provide us with the documentary evidence of the refusal.

Useful links

- [Flybe](#)
- [CAA](#)
- [ABTA](#)

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