



## Best Rate Guarantee CLAIM FORM

### YOUR NAME

**First name:** \_\_\_\_\_

**Family name:** \_\_\_\_\_

### YOUR ADDRESS

**Street:** \_\_\_\_\_

**City:** \_\_\_\_\_

**State or Province:** \_\_\_\_\_

**Postal code:** \_\_\_\_\_

**Country:** \_\_\_\_\_

**Phone number** (include prefix and area code): \_\_\_\_\_

**Email address:** \_\_\_\_\_

**Date of transaction:** \_\_\_\_\_

**Merchant name where transaction occurred:** \_\_\_\_\_

**Merchant location:** \_\_\_\_\_

### PLEASE PROVIDE THE FOLLOWING DOCUMENTATION

1. Copy of transaction receipt for transaction converted by FEXCO (please ensure that the copy is clear and easy to read).
2. Copy of your payment card statement for a transaction converted by your payment card issuer, or a transaction receipt in the case of a transaction converted by another DCC provider which clearly shows another transaction carried out on the same day using the same payment card which was converted at a more advantageous rate than that offered by FEXCO.
3. Post the form and all documentation to the following address:  
FEXCO Merchant Services  
Best Rate Guarantee Department  
Iveragh Road  
Killorglin, Co. Kerry  
Ireland

Your claim will be investigated and once verified you will receive a refund to your payment card for the difference between the transaction amount originally charged using FEXCO's rate of exchange and what the transaction amount would have been if the transaction had been converted at the exchange rate used by your payment card issuer (taking account of any currency conversion fees your payment card issuer may charge) or another DCC provider on the same day.

Please allow 7 working days from the date claim received. Further questions should be addressed to the address above or by phone to: 00353 66 979 2021.



Merchant Services  
Part of the FEXCO Group

## TERMS AND CONDITIONS

This program is available at participating locations in Germany, Austria, Switzerland, Holland, Belgium, Denmark and Luxembourg offering the FEXCO DCC service. Payment card transactions will be converted to the currency of the issuing bank at point of sale by FEXCO's DCC service using a rate of exchange that is equivalent to that offered by the cardholder's issuing bank (taking account of any currency conversion fees the issuing bank may charge) and other DCC providers.

In the unlikely event that a cardholder can show they were disadvantaged by choosing to have their transaction converted at point of sale using a FEXCO DCC rate of exchange, FEXCO will, subject to the cardholder sending to FEXCO the transaction documents set out in the claim form and subject to these terms and conditions, refund to the cardholder the difference between the price calculated using the FEXCO DCC rate of exchange used to convert their transaction and that calculated using the rate of exchange offered by their issuing bank (taking account of any currency conversion fees the issuing bank may charge) or another DCC provider on the same day.

Cardholders wishing to make a claim must:

1. Contact our helpdesk for a claim form. Call **1800 402 123** (Ireland), **0800 838 441** (UK) or **00353 66 9792021** (outside Ireland and UK). Visit our website [WWW.FEXCOMS.COM](http://WWW.FEXCOMS.COM) to obtain a claim form and a copy of these terms and conditions.
2. Complete the claim form as directed, attaching all required evidence, and return the form to FEXCO within 60 days of the card transaction to which the claim relates.

A cardholder's sole recourse under FEXCO's Best Rate Guarantee program is submission of a claim as described herein. It is understood that any claim or dispute in connection with FEXCO's Best Rate Guarantee does not provide a cardholder with the right to initiate a chargeback in relation to a card transaction. It is further understood that FEXCO's determination regarding validity of a claim is final.

FEXCO is not responsible for, nor shall it be bound by, any statements or representations regarding the FEXCO Best Rate Guarantee program made by any third party. Some payment card issuers may charge a fee for card usage overseas irrespective of the currency in which the card is charged. FEXCO's Best Rate Guarantee does not cover such fees.

The FEXCO Best Rate Guarantee program may be withdrawn at any time.

The Terms and Conditions of the FEXCO Best Rate Guarantee program are governed by and construed in accordance with the laws of Republic of Ireland and any disputes are subject to the jurisdiction of the Irish courts.

The Best Rate Guarantee program is provided by FEXCO Merchant Services ("FEXCO"), registered in Ireland, Company no.: 246289, registered office at FEXCO Financial Services Centre, Iveragh Road, Killorglin, County Kerry, Ireland.