

TINA WEAVIND

## How to get your fare refund

● CAPITEC customers should contact the bank's ClientCare on 0860 10 20 43 or visit any branch. Capitec said a normal dispute would be logged with the card disputes department, which would liaise with MasterCard and 1time's acquiring bank to refund tickets. The bank said some customers had already been refunded.

● Absa said all 1time purchases made with Absa-issued cards would be refunded. Credit card customers should send e-mails to [disputes@absa.co.za](mailto:disputes@absa.co.za) while debit

and cheque card customers had to send their e-mails to [debitcarddisputes@absa.co.za](mailto:debitcarddisputes@absa.co.za). The following must be included: A short description of the dispute; confirmation of an attempt to seek a refund from 1time; a copy of the purchased ticket or eTicket. Absa's call centre number is 0861 462 273.

● Investec Private Bank customers must complete a dispute form and attach proof of purchase of 1time tickets. Departure and arrival details must be included.

● Nedbank will refund customers within 24 hours of receiving chargeback forms and tickets. Cardholders who bought flight tickets using Visa, MasterCard or American Express credit cards should contact their banks on 0860 555 111 to get forms faxed to them.

● Standard Bank cardholders can lodge disputes by calling 0861 201 000. A chargeback process will ensue once a dispute has been lodged for tickets purchased for flights that were scheduled to depart after

3pm on November 2.

● FNB credit card customers should contact the FNB Customer Care Call Centre on 011 369 2800 or 087 575 1111. Customers must fill out dispute forms and submit copies of the tickets. They also need reference numbers from 1time as proof that they tried to get a refund from the merchant. 1time's call centre number is 011 086 8300 or 011 086 8000.

● Diner's Club cardholders should e-mail proof of purchase and their tickets to [custserv@dinersclub.co.za](mailto:custserv@dinersclub.co.za), with 1time Airline Dispute as the subject.

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