

ASSET RECOVERY SOLUTIONS
BOUND TO SUCCEED



SELF- RECOVERY PROCESS

Full guide to help you retrieve your lost assets

**Know your
rights**



HOW DOES IT WORK?

In the world's banking system today you must understand that it is essential that gatekeepers (banks and other obliged entities) apply measures to prevent money laundering and terrorist financing. Therefore there is always a possibility for a refund in case you were billed fraudulently or funds were sent to a criminal entity without your knowledge (this is your bank's duty). The key to success is to approach an involved legal entity (gatekeeper) in the right way.

Here are some tips from the Scam Help team to make the recovery process smoother.

KNOWING THE BASICS

Who is responsible?

Your bank is required by law to check the accounts where the money is being sent for several reasons including accounts flagged for terror financing, tax evasion, money laundering, aggravated fraud, etc. Since scammers are never regulated in the right way, it is your bank that has failed you because it is their fiduciary responsibility as a regulated bank with access to the international SWIFT network that it cannot aid and abet criminal activity and illegal international enterprises. So it's your bank's responsibility to help you getting your stolen funds back.



EXERCISE YOUR CONSUMER RIGHTS



Contact your bank/credit company immediately:

- You are entitled to chargebacks with no questions asked on any online purchases up to two weeks post-purchase. So if it happened within this time frame you are supposed to get your money back simply by filling out a charge dispute form on your bank's website.
- If it happened less than 3 months ago you should follow the same procedure. Please note in this case your bank's/credit company's representatives can get back to you asking to provide them with more details.



CREATING A CHARGEBACK LETTER

If your case is older than 3 months or your bank/credit company doesn't have any special dispute form, you can use a letter template below.

Make sure to attach:

- The correspondence between you and the scammers to the email in which you are demanding a wire reversal.
- The bank statements of these transactions as the evidence of payment.

Chargeback claim template

Insert your
details, attach all
required files and
send an email to
your bank /
credit company.

[Your full name & address]

[Debit / Credit card company / Bank full name & address]

Dear [customer services manager's name],

I am writing to you in connection with the purchase/transaction [insert details] on [date] from [details of seller / scam company]. I enclose the following documentation which provides details of the transaction: [invoices, receipts, details of estimated delivery dates that you are submitting with the claim, etc.]. I paid for [insert details] using my [insert supplier name (Visa, Master Card, etc.)] using [debit / credit card / wire transfer]. The total cost of [insert details] was [XXX].

In breach of contract [insert details of the problem].

I am writing to request a refund since you have failed to perform adequate due diligence or/and not acted in a reasonable and prudent manner to prevent foreseeable substantial damages I suffered as a result of fraud.

Yours sincerely,



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Congratulations! Chargeback request is completed

Also, report a scam to the financial ombudsman - a service that settles complaints between consumers and businesses that provide financial service. File the complaint with an ombudsman of the country where scammers are registered.

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