



RE: Caso de fraude - Recall Worldfirst to CIC bank / Ulysse Archerie

From Info Lexyam <info@lexyam.com>

Date Fri 7/19/2024 9:58 AM

To 'Javier Ortega' <javbusiness@hotmail.com>

 2 attachments (6 MB)

CCF_000113.pdf; CCF_000130.pdf;

Buenos días,

Adjuntamos reclamación efectuada a la contraria y, ante su falta de respuesta, denuncia interpuesta en la Fiscalía de Agen, la cual todavía no le han dado trámite.

Saludos,



Périne PALLARES

C/ Enric Granados, nº 63, 3º-1ª
08008 - Barcelona
Telfs.: 93.514.08.03 - 664.217.733
Fax: 93.452.45.09

14, Avenue de l'Opéra
75001 Paris

www.lexyam.com

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De: Javier Ortega [mailto:javbusiness@hotmail.com]
Enviado el: jueves, 18 de julio de 2024 18:33
Para: Info Lexyam
Asunto: Re: Caso de fraude - Recall Worldfirst to CIC bank / Ulysse Archerie

Buenas Tardes

Por favor revisen el documento adjunto.

Espero sus noticias,
Javier

Javier Ortega
Director at JBM IBP Works LTD.
Email: javbusiness@hotmail.com
<https://www.linkedin.com/in/javierortegabusiness/>

From: Info Lexyam <info@lexyam.com>
Sent: Tuesday, July 2, 2024 9:46 AM
To: 'Javier Ortega' <javbusiness@hotmail.com>
Subject: RE: Caso de fraude - Recall Worldfirst to CIC bank / Ulysse Archerie

Buenos días,

La empresa contraria no nos contestó y estamos a la espera que lo haga la Fiscalía francesa.

Saludos,



Périne PALLARES

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De: Javier Ortega [<mailto:javbusiness@hotmail.com>]

Enviado el: viernes, 28 de junio de 2024 14:08

Para: Info Lexyam

Asunto: Re: Caso de fraude - Recall Worldfirst to CIC bank / Ulysse Archerie

Buenos días

Hay alguna actualizacion sobre el caso, por favor? han expresado alguna noticia los compañeros de francia, quiza?

Saludos,
Javier

Javier Ortega

Director at JBM IBP Works LTD.

Email: javbusiness@hotmail.com

<https://www.linkedin.com/in/javierortegabusiness/>

From: Info Lexyam <info@lexyam.com>

Sent: Tuesday, March 5, 2024 2:57 PM

To: 'Javier Ortega' <javbusiness@hotmail.com>

Subject: RE: Caso de fraude - Recall Worldfirst to CIC bank / Ulysse Archerie

Buenas tardes,

Estamos pendientes de que nos digan algo los compañeros de Francia.
Estamos en ello.

Saludos,



Périne PALLARES

C/ Enric Granados, nº 63, 3º-1ª

08008 - Barcelona

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Europeo y a la Ley Orgánica y de Protección de Datos, si no desean recibir comunicaciones por correo electrónico agradeceremos nos lo comuniquen.

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Antes de imprimir este e-mail considere la posibilidad de no hacerlo para colaborar en la mejora del medioambiente.

De: Javier Ortega [<mailto:javbusiness@hotmail.com>]

Enviado el: martes, 05 de marzo de 2024 14:55

Para: Info Lexyam

Asunto: Re: Caso de fraude - Recall Worldfirst to CIC bank / Ulysse Archerie

Buenas Tardes

Me pueden informar en que estatus estaria esta reclamacion, por favor? ha dicho algo quiza la fiscalia?

Espero sus noticias,
Saludos cordiales,
Javier

Javier Ortega

Director at JBM IBP Works LTD.

Email: javbusiness@hotmail.com

<https://www.linkedin.com/in/javierortegabusiness/>

From: Info Lexyam <info@lexyam.com>

Sent: Thursday, December 7, 2023 10:37 AM

To: 'Javier Ortega' <javbusiness@hotmail.com>

Subject: RE: Caso de fraude - Recall Worldfirst to CIC bank / Ulysse Archerie

Buenos días,

De momento no hay novedades. Como le dijimos, primero enviamos una reclamación a la contraria y, al no haber esta dicho nada, presentamos la correspondiente denuncia ante la fiscalía (adjunta).

Saludos,



Périne PALLARES

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Antes de imprimir este e-mail considere la posibilidad de no hacerlo para colaborar en la mejora del medioambiente.

De: Javier Ortega [<mailto:javbusiness@hotmail.com>]

Enviado el: miércoles, 06 de diciembre de 2023 12:36

Para: Info Lexyam

Asunto: Re: Caso de fraude - Recall Worldfirst to CIC bank / Ulysse Archerie

Buenos días

Hay alguna novedad con la denuncia presentada, o alguna novedad de la fiscalia / policia o de la tienda de arqueria francesa?

Saludos cordiales.

Javier

Javier Ortega

Director at JBM IBP Works LTD.

Email: javbusiness@hotmail.com

<https://www.linkedin.com/in/javierortegabusiness/>

From: Info Lexyam <info@lexyam.com>

Sent: Thursday, November 2, 2023 5:55 PM

To: 'Javier Ortega' <javbusiness@hotmail.com>

Subject: RE: Caso de fraude - Recall Worldfirst to CIC bank / Ulysse Archerie

Buenas tardes,

Adjunta acompañamos reclamación preparada para ser enviada de forma inmediata.
Ahora estamos terminando de preparar la denuncia ante la Fiscalía francesa.

Saludos,



Périne PALLARES

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08008 - Barcelona

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De: Javier Ortega [<mailto:javbusiness@hotmail.com>]

Enviado el: martes, 24 de octubre de 2023 12:19

Para: Info Lexyam

Asunto: Re: Caso de fraude - Recall Worldfirst to CIC bank / Ulysse Archerie

Buenos días

Gracias por su mensaje, aquí les mando adjuntos el justificante del pago de la factura, y la documentación que me pedían firmada de acuerdo con las instrucciones (espero haberlo hecho bien).

Cualquier otra pregunta / duda, por favor contactenme.

Quedo a la espera de sus novedades.

Saludos cordiales,
Javier

Javier Ortega

Director at JBM IBP Works LTD.

Email: javbusiness@hotmail.com

<https://www.linkedin.com/in/javierortegabusiness/>

From: Info Lexyam <info@lexyam.com>

Sent: Tuesday, October 24, 2023 11:46 AM

To: 'Javier Ortega' <javbusiness@hotmail.com>

Subject: RE: Caso de fraude - Recall Worldfirst to CIC bank / Ulysse Archerie

Buenos días,

Adjuntamos certificado de cuenta bancaria donde aparece todo lo que nos pide.

Saludos,



Périne PALLARES

C/ Enric Granados, nº 63, 3º-1ª
08008 - Barcelona
Telfs.: 93.514.08.03 - 664.217.733
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Antes de imprimir este e-mail considere la posibilidad de no hacerlo para colaborar en la mejora del medioambiente.

De: Javier Ortega [<mailto:javbusiness@hotmail.com>]

Enviado el: martes, 24 de octubre de 2023 11:35

Para: Info Lexyam

Asunto: Re: Caso de fraude - Recall Worldfirst to CIC bank / Ulysse Archerie

Hola

Si, recibí el correo pero me ha costado encontrar un escaner para firmar de puño y letra la carta. Por otra parte para poder hacer el pago de la factura necesitare el código SWIFT también, aparte del IBAN que ya me han mandado. Que entidad bancaria es, por favor?

Saludos,
Javier

Javier Ortega

Director at JBM IBP Works LTD.

Email: javbusiness@hotmail.com

<https://www.linkedin.com/in/javierortegabusiness/>

From: Info Lexyam <info@lexyam.com>

Sent: Tuesday, October 24, 2023 10:29 AM

To: 'Javier Ortega' <javbusiness@hotmail.com>

Subject: RE: Caso de fraude - Recall Worldfirst to CIC bank / Ulysse Archerie

Buenos días,

Recibió nuestro correo de la semana pasada y que reproducimos más abajo?
Quedamos pendientes de su confirmación.

Saludos cordiales,



Périne PALLARES

C/ Enric Granados, nº 63, 3º-1ª
08008 - Barcelona
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De: Info Lexyam [<mailto:info@lexyam.com>]

Enviado el: miércoles, 18 de octubre de 2023 9:49

Para: Javier Ortega

Asunto: RE: Caso de fraude - Recall Worldfirst to CIC bank / Ulysse Archerie

Buenos días,

Adjunto acompañamos documento de poder que deberá devolvernos firmado. Es muy importante que encima de su firma, y de su puño y letra, escriba la expresión "Bon pour pouvoir" tal y como consta en el propio documento. Es una formalidad que se exige en Francia.

Asimismo, acompañamos correspondiente factura.

El Procureur de la République lo que tendrá que hacer es abrir investigación y a través del Juzgado llamar a declarar a la contraria y obligarla a la devolución. De todos modos, nosotros haremos actuaciones paralelas complementarias.

Saludos,



Périne PALLARES

C/ Enric Granados, nº 63, 3º-1ª
08008 - Barcelona
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Antes de imprimir este e-mail considere la posibilidad de no hacerlo para colaborar en la mejora del medioambiente.

De: Javier Ortega [<mailto:javbusiness@hotmail.com>]

Enviado el: martes, 17 de octubre de 2023 17:01

Para: Info Lexyam

Asunto: Re: Caso de fraude - Recall Worldfirst to CIC bank / Ulysse Archerie

Hola

Aqui tienen:

Javier Ortega Calvo

Delivery Address:

Javier Ortega Calvo

Calle San Bernardo 107, piso 9-4

28015 Madrid

Espagne / Spain

DNI: 17739194F

Tlphn: +34619560258

Billing Address

Javier Ortega Calvo

Director at JBM IBP Works LTD.

Company: JBMIBP Works LTD

VAT number: GB322339035

20-22 Wenlock Road

N1 7GU London

Royaume-Uni / United Kingdom

Tlphn: +447441395209

Encuentren adjunta una copia del DNI, y las copias del pedido, de la factura de venta del artículo, y la transferencia hecha desde la cuenta de la empresa y recibida por el beneficiario de la cuenta de destino.

Una pregunta: Una vez presentada la denuncia en el Ministerio Fiscal francés, que acciones podemos esperar que tomen?

Saludos y gracias,

Javier

Javier Ortega

Director at JBM IBP Works LTD.

Email: javbusiness@hotmail.com

<https://www.linkedin.com/in/javierortegabusiness/>

From: Info Lexyam <info@lexyam.com>

Sent: Tuesday, October 17, 2023 4:51 PM

To: Javier Ortega <javbusiness@hotmail.com>

Subject: Re: Caso de fraude - Recall Worldfirst to CIC bank / Ulysse Archerie

Necesitamos su nombre, apellidos, dirección, código postal y número de DNI, así como, copia del mismo.

Saludos,

LEXYAM

El 17 oct 2023, a las 16:46, Javier Ortega <javbusiness@hotmail.com> escribió:

De acuerdo, que datos necesitan exactamente? mi nombre, mi direccion, direccion de la empresa, mi DNI...?

Saludos,

Javier Ortega

Director at JBM IBP Works LTD.

Email: javbusiness@hotmail.com

<https://www.linkedin.com/in/javierortegabusiness/>

From: Info Lexyam <info@lexyam.com>

Sent: Tuesday, October 17, 2023 2:41 PM

To: 'Javier Ortega' <javbusiness@hotmail.com>

Subject: RE: Caso de fraude - Recall Worldfirst to CIC bank / Ulysse Archerie

Buenas tardes,

Acusamos recibo de sus comentarios.

Al respecto necesitaremos todos sus datos para facturación y una copia de su DNI porque tendremos que preparar un mandato /poder para poder representarle en Francia.

Saludos,

<image002.jpg>

Périne PALLARES

C/ Enric Granados, nº 63, 3º-1ª

08008 - Barcelona

Telfs.: 93.514.08.03 - 664.217.733

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Antes de imprimir este e-mail considere la posibilidad de no hacerlo para colaborar en la mejora del medioambiente.

De: Javier Ortega [<mailto:javbusiness@hotmail.com>]

Enviado el: martes, 17 de octubre de 2023 14:12

Para: Info Lexyam

Asunto: Re: Caso de fraude - Recall Worldfirst to CIC bank / Ulysse Archerie

Buenos días

Venga, pues adelante, pongamosla.

Necesitan algun documento aparte de los que les mande?

Saludos,
Javier

Javier Ortega

Director at JBM IBP Works LTD.

Email: javbusiness@hotmail.com

<https://www.linkedin.com/in/javierortegabusiness/>

From: Info Lexyam <info@lexyam.com>

Sent: Wednesday, October 11, 2023 10:25 AM

To: 'Javier Ortega' <javbusiness@hotmail.com>

Subject: RE: Caso de fraude - Recall Worldfirst to CIC bank / Ulysse Archerie

Buenos días,

Aquí habría que interponer una denuncia explicando los hechos al Procureur de la République (Ministerio Fiscal francés) para que tome acciones en el asunto.

La presentación de esa denuncia tendría un coste de 580 € + IVA.

Quedamos a la espera de sus comentarios.

Saludos,

<image003.jpg>

Périne PALLARES

C/ Enric Granados, nº 63, 3º-1ª
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Antes de imprimir este e-mail considere la posibilidad de no hacerlo para colaborar en la mejora del medioambiente.

De: Javier Ortega [<mailto:javbusiness@hotmail.com>]

Enviado el: martes, 10 de octubre de 2023 15:54

Para: info@lexyam.com

Asunto: Caso de fraude - Recall Worldfirst to CIC bank / Ulysse Archerie

Buenos dias

Les contacto debido a un caso de fraude que he sufrido recientemente, por parte de una tienda online llamada Ulysse Archerie, situado en Pl. Gambetta 21, 47180 Sainte-Bazille, al comprar un artículo por valor de 1.400€ pagando por medio de transferencia bancaria.

Una vez hecho el pedido, recibida la factura y pagada via transferencia bancaria, lo unico que supe a partir de allí es que se aceptó el dinero por parte del destinatario y ya no tuve ninguna noticia mas por parte del vendedor, Ulysse Archerie, a pesar de mis varios intentos de contactar con ellos tanto por mensaje como por telefono.

Intente revertir la transferencia bancaria al cabo de unos dias al ver que no me respondian, pero el bando del vendedor, CIC Banque, rechazo la accion. He realizado una peticion de mediacion al Banque of France (por favor vean documento adjunto), en cual me aconsejan intentar una vez mas la reversion, cosa que ya he hecho sin resultado, seguido de intentar poner una denuncia en las autoridades francesas.

Me pueden ayudar en la materia de poner una denuncia al vendedor reclamando el caso de fraude y la devolucion del dinero? que honorarios tendrian para este caso?

Espero sus noticias,

Saludos cordiales,

Javier Ortega

Director at JBM IBP Works LTD.

Email: javbusiness@hotmail.com

<https://www.linkedin.com/in/javierortegabusiness/>

From: Customer Service UK <clients@service.worldfirst.com>

Sent: Thursday, October 5, 2023 12:18 PM

To: javbusiness@hotmail.com <javbusiness@hotmail.com>

Subject: Re: WorldFirst- Urgent action required - Recall requirement [ref: _00D0YZI5Z._5001v2FK69R:ref]

Hi Javier,

Thank you for your email.

We are afraid, the issue is when we submitted our recall request, the message that we received from the bank was that the "funds were unavailable". This typically means that the funds are no longer there to actually recall.

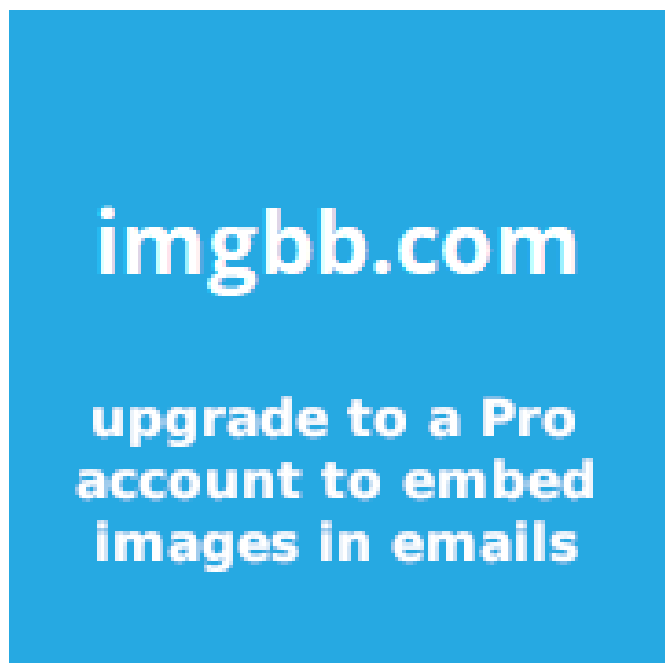
We would recommend escalating this matter through the appropriate authorities, if you have not done so already.

Please let us know if we can be of further assistance. Thank you.

Kind regards,

Amy, Customer Success Manager

World First UK Ltd, Millbank Tower, 21-24 Millbank, London, SW1P 4QP



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----- Original Message -----

From: Javier Ortega [javbusiness@hotmail.com]

Sent: 04/10/2023 14:49

To: clients@service.worldfirst.com

Subject: Re: WorldFirst- Urgent action required - Recall requirement [ref:_00D0YZI5Z._5001v2FK69R:ref]

Hello Amy

I have contacted Banque of France and asked for a mediation between me (&you, Worldfirst.com) and the beneficiary's bank, CIC banque. Please find attached to this Email their initial answer to my request in PDF format, and also below the translation from French of the contents of it:

(PLEASE READ UNTIL THE END OF THIS EMAIL)

"Sir,

You have informed the Banque de France of a dispute between you and the CIC bank, concerning a refusal of reimbursement of an order, made online on the website of the Ulysse Archerie Company located in France, despite several complaints made to the merchant.

This order was paid by bank transfer. These elements will contribute to the identification of possible bad commercial practices as well as to the orientation of control actions. Their operation is nevertheless subject to strict professional secrecy.

As part of the INFOBANQUE service, the Banque de France responds to individuals who ask it about banking issues, by providing them with general information on the rules applicable to them applicable. It is not authorized to provide any legal advice or to interfere in disputes between a bank and an individual.

For information, as a first step, you can ask your bank to recover the funds committed in the operation (RECALL). The beneficiary's payment service provider (bank) communicates to the beneficiary payment service provider (the bank) of the issuer all the information useful to recover the funds. If the issuer's payment service provider (bank) fails to recover the funds engaged in the payment transaction, it makes available to the issuer, at its request, the information it holds who can document the latter's legal action with a view to recovering the funds.

Therefore, with regard to the protection of consumers from your country of residence to another country, we invite you to contact the competent authority, a mediator or a lawyer who will assist you in your approach.

BANK OF FRANCE

TSA 50120

75035 PARIS CEDEX 01

Such. : 34 14 (price of a local call), Monday to Friday,

from 8 a.m. to 6 p.m.
SIREN 572 104 891 RCS PARIS

Please accept, Sir, the expression of our distinguished consideration."

So, as advised by Bank of France, please proceed to make a RECALL of the funds, and proceed as indicated, please see below:

"your bank to recover the funds committed in the operation (RECALL). The beneficiary's payment service provider (bank) communicates to the beneficiary payment service provider (the bank) of the issuer all the information useful to recover the funds.

If the issuer's payment service provider (bank) fails to recover the funds engaged in the payment transaction, it makes available to the issuer, at its request, the information it holds who can document the latter's legal action with a view to recovering the funds."

If the beneficiary's bank refuses again to refund the transfer, please document it and I shall place a complaint at the French Police, or either a lawsuit to CIC / Ulysses Archerie via a Lawyer.

Wait for your news on the RECALL process.

Javier Ortega

Director at JBM IBP Works LTD.

Email: javbusiness@hotmail.com

<https://www.linkedin.com/in/javierortegabusiness/>

From: Customer Service UK <clients@service.worldfirst.com>

Sent: Wednesday, October 4, 2023 9:38 AM

To: javbusiness@hotmail.com <javbusiness@hotmail.com>

Subject: Re: WorldFirst- Urgent action required - Recall requirement [ref:_00D0YZI5Z._5001v2FK69R:ref]

Hi Javier,

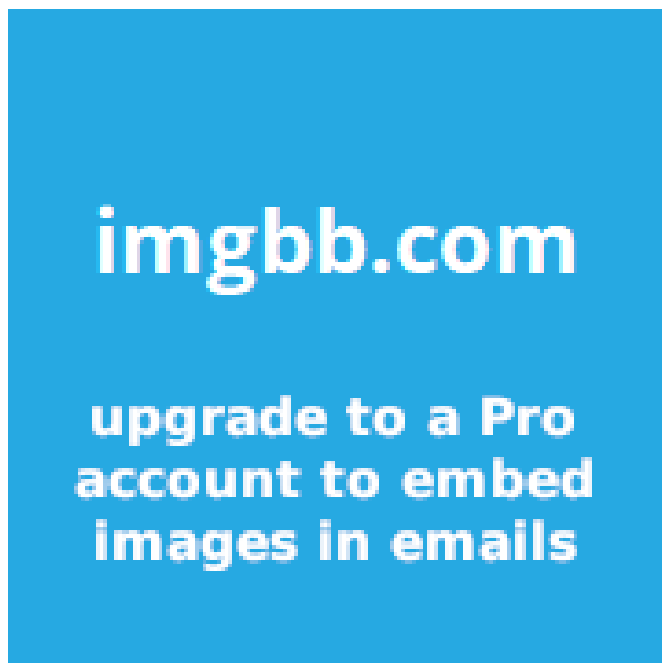
Thank you for your email.

We will reach out to our internal team again and ask if the team can retry. We will keep you posted once the internal team get back to us. Thank you.

Kind regards,

Amy, Customer Success Manager

World First UK Ltd, Millbank Tower, 21-24 Millbank, London, SW1P 4QP



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----- Original Message -----

From: Javier Ortega [javbusiness@hotmail.com]

Sent: 29/09/2023 12:34

To: clients@service.worldfirst.com

Subject: Re: WorldFirst- Urgent action required - Recall requirement [ref:_00D0YZ15Z._5001v2FK69R:ref]

Hello

I have written to the beneficiary's bank, CIC banque, and also to the Banque of France to mediate, explaining the fraud case. For this, I ask you to please re-open the fraud case and communicate it to CIC bank to re-enforce the message, either by re-opening the existing fraud case or either by opening a new one if necessary, and asking to recall the transfer again.

Hopefully this time they shall listen.

Looking forward to hearing from you,

Kind Regards,

Javier Ortega

Director at JBM IBP Works LTD.

Email: javbusiness@hotmail.com

<https://www.linkedin.com/in/javierortegabusiness/>

From: Customer Service UK <clients@service.worldfirst.com>

Sent: Friday, September 1, 2023 1:27 PM

To: javbusiness@hotmail.com <javbusiness@hotmail.com>

Subject: Re: WorldFirst- Urgent action required - Recall requirement [ref:_00D0YZI5Z._5001v2FK69R:ref]

Good Afternoon Javier,

Hoping all is well, Apologies in the delayed response.

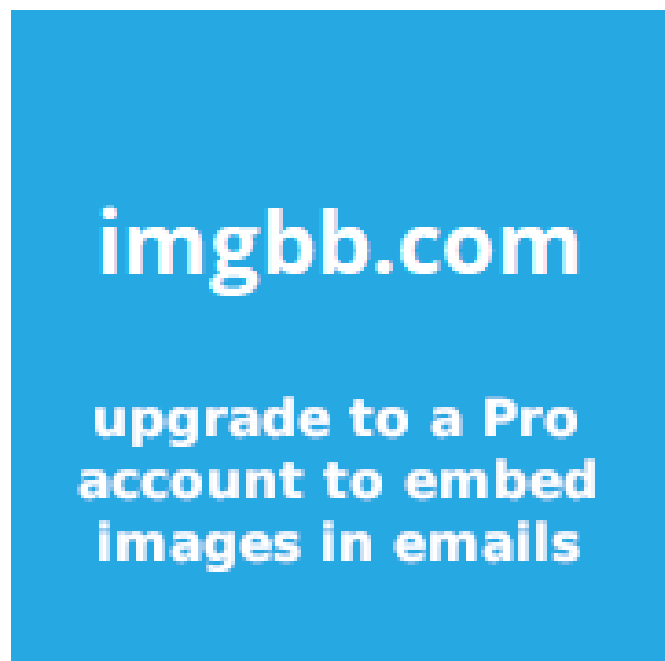
Our payments team had sent two chasers to the beneficiary's bank and had not heard back from them so the team reached out to the beneficiary's bank again at the start of this week.

We have been informed a moment ago that the funds are no longer recoverable and that the beneficiary's bank has closed the case. I understand this is not the news you wanted to hear, as this has been closed by the beneficiary's bank this unfortunately means that there is nothing we can further action on our end.

Kind regards,

Melone, Customer Success Manager

World First UK Ltd, Millbank Tower, 21-24 Millbank, London, SW1P 4QP



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----- Original Message -----

From: Javier Ortega [javbusiness@hotmail.com]

Sent: 31/08/2023 10:53

To: clients@service.worldfirst.com

Subject: Re: WorldFirst- Urgent action required - Recall requirement [ref:_00D0YZI5Z._5001v2FK69R:ref]

Hello

I have not heard anything further from you regarding this case. Could you please explain what is the status of this fraud claim?

Kind Regards,
Javier

Javier Ortega

Director at JBM IBP Works LTD.

Email: javbusiness@hotmail.com

<https://www.linkedin.com/in/javierortegabusiness/>

From: Javier Ortega <javbusiness@hotmail.com>

Sent: Thursday, August 3, 2023 1:11 PM

To: Customer Service UK <clients@service.worldfirst.com>

Subject: Re: WorldFirst- Urgent action required - Recall requirement [ref:_00D0YZI5Z._5001v2FK69R:ref]

Hello

What is the status of this case, please?

Best Regards,
Javier

On 28 Jul 2023, at 15:50, Javier Ortega <javbusiness@hotmail.com> wrote:

Hello

Great! looking forward to hearing from you on this.

Kind Regards,
Javier

Javier Ortega

Director at JBM IBP Works LTD.

Email: javbusiness@hotmail.com

<https://www.linkedin.com/in/javierortegabusiness/>

From: Customer Service UK <clients@service.worldfirst.com>

Sent: Friday, July 28, 2023 2:37 PM

To: javbusiness@hotmail.com <javbusiness@hotmail.com>

Subject: Re: WorldFirst- Urgent action required - Recall requirement [ref:_00D0YZI5Z._5001v2FK69R:ref]

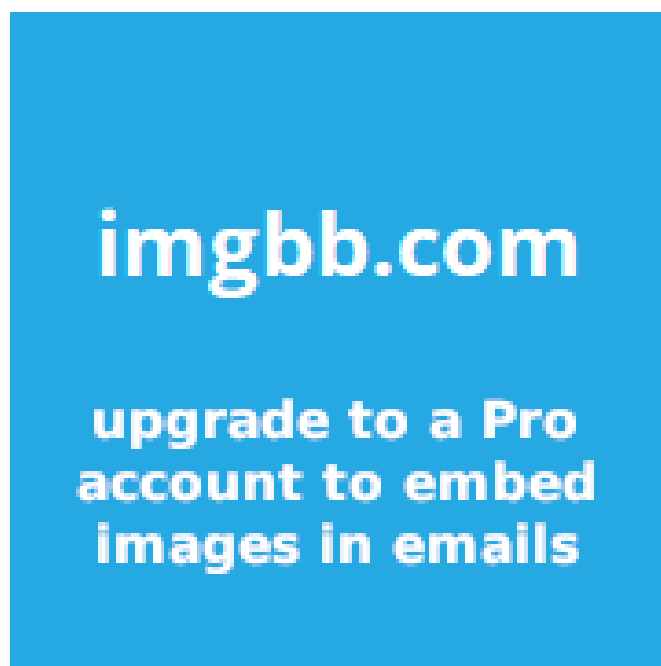
Good Afternoon Javier,

Thank you for providing the attachments below, I have forwarded these to the relevant teams to assist with this fraud recall accordingly. Once I hear more regarding this, then I will keep you updated via email.

Kind regards,

Melone, Customer Service Associate

World First UK Ltd, Millbank Tower, 21-24 Millbank, London, SW1P 4QP



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----- Original Message -----

From: Javier Ortega [javbusiness@hotmail.com]

Sent: 28/07/2023 12:26

To: clients@service.worldfirst.com

Subject: Re: WorldFirst- Urgent action required - Recall requirement [ref:_00D0YZI5Z._5001v2FK69R:ref]

Hello

Please find attached the requested documents, first the Invoice for the Item I purchased (an Oneida Phoenix bow) and the EMail and messages that I sent to them regarding my item and the shipment that never happened. They never answered. Also the review I wrote to them in google, which hasn't been replied either at all.

Kind Regards,
javier

Javier Ortega

Director at JBM IBP Works LTD.

Email: javbusiness@hotmail.com

<https://www.linkedin.com/in/javierortegabusiness/>

From: Customer Service UK <clients@service.worldfirst.com>

Sent: Thursday, July 27, 2023 5:34 PM

To: javbusiness@hotmail.com <javbusiness@hotmail.com>

Subject: WorldFirst- Urgent action required - Recall requirement [ref:_00D0YZI5Z._5001v2FK69R:ref]

Hi Javier,

Hoping all is well,

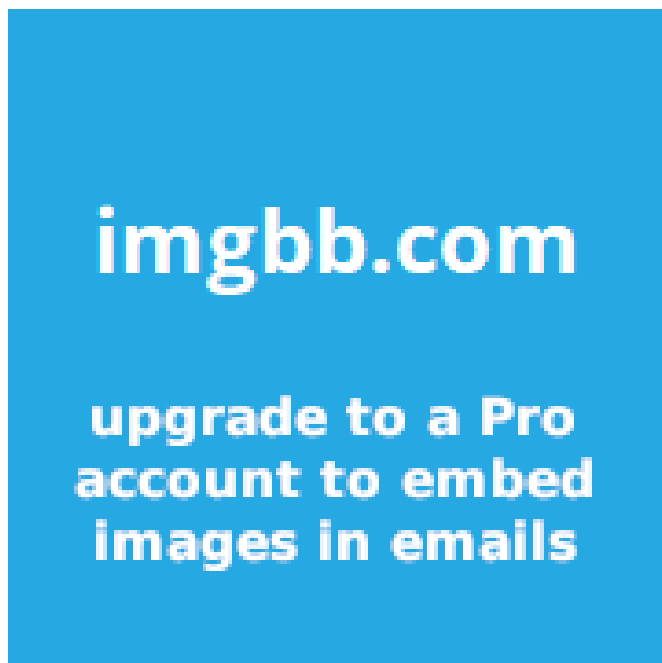
As per my email below, the team who are escalating this recall case require further information from you. Please can you provide the invoice for this payee as well as email conversations between yourself and the payee to support this case.

Please provide this as soon as possible to facilitate this fraud recall.

Kind regards,

Melone, Customer Service Associate

World First UK Ltd, Millbank Tower, 21-24 Millbank, London, SW1P 4QP



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----- Original Message -----

From: Customer Service UK [clients@service.worldfirst.com]

Sent: 26/07/2023 09:56

To: javbusiness@hotmail.com

Subject: Re: JBMIBP Works Ltd- Recall request [ref: _00D0YZI5Z._5001v2FK69R:ref]

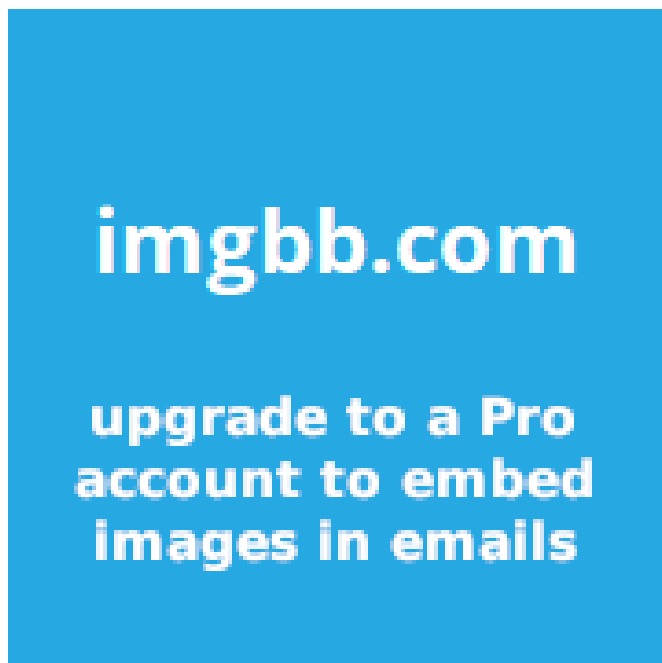
Hi Javier,

I tried to call you a moment ago but was unsuccessful, Are you able to provide me with an invoice for this payment in question so I can provide this to the internal team for this case?

Kind regards,

Melone, Customer Service Associate

World First UK Ltd, Millbank Tower, 21-24 Millbank, London, SW1P 4QP



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----- Original Message -----

From: Customer Service UK [clients@service.worldfirst.com]

Sent: 26/07/2023 08:58

To: javbusiness@hotmail.com

Subject: Re: JBMIBP Works Ltd- Recall request [ref: _00D0YZI5Z._5001v2FK69R:ref]

Good Morning Javier,

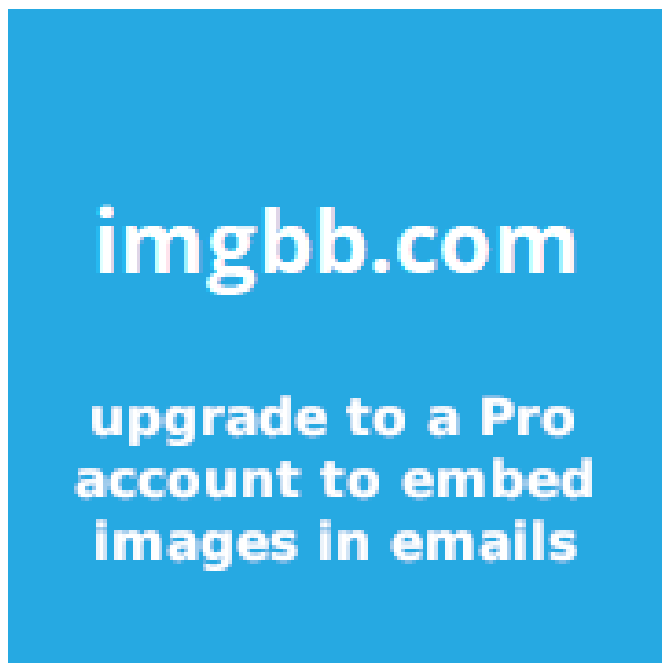
Hoping all is well,

Thank you for your prompt response and confirmation, I will raise this as a fraud case with our internal teams accordingly as per your request. If anything is required of you to support this case then I will be in touch to let you know.

Kind regards,

Melone, Customer Service Associate

World First UK Ltd, Millbank Tower, 21-24 Millbank, London, SW1P 4QP



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----- Original Message -----

From: Javier Ortega [javbusiness@hotmail.com]

Sent: 25/07/2023 16:08

To: clients@service.worldfirst.com

Subject: Re: JBMIBP Works Ltd- Recall request [ref: _00D0YZI5Z._5001v2FK69R:ref]

Hello

Well, yes! I would like to escalate it as a fraud case, sounds like what is needed in this case.

Thanks!

Javier

Javier Ortega

Director at JBM IBP Works LTD.

Email: javbusiness@hotmail.com

<https://www.linkedin.com/in/javierortegabusiness/>

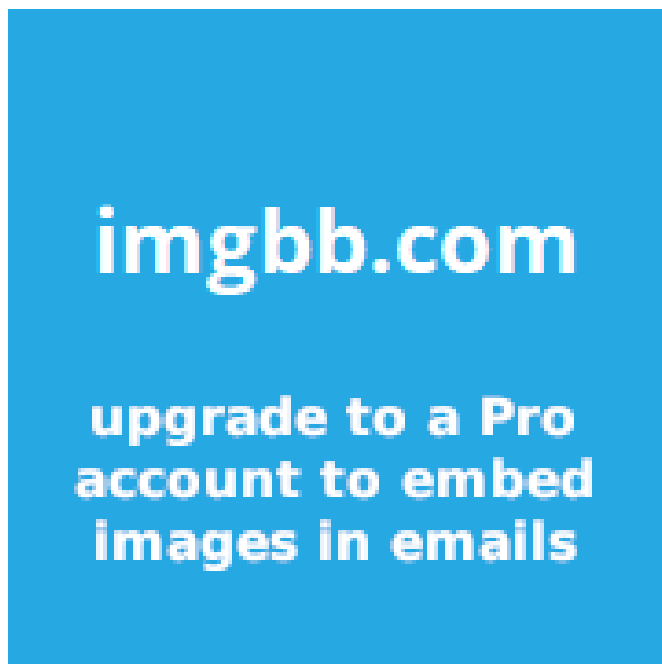
From: Customer Service UK <clients@service.worldfirst.com>
Sent: Tuesday, July 25, 2023 5:04 PM
To: javbusiness@hotmail.com <javbusiness@hotmail.com>
Subject: Re: JBMI BP Works Ltd- Recall request [ref:_00D0YZI5Z._5001v2FK69R:ref]

Good Afternoon Javier,

In consideration of your email below regarding your supplier, please can you confirm if you would like this to be escalated as a fraud case instead of the current process of bank recall.

Kind regards,

Melone, Customer Service Associate
World First UK Ltd, Millbank Tower, 21-24 Millbank, London, SW1P 4QP



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----- Original Message -----

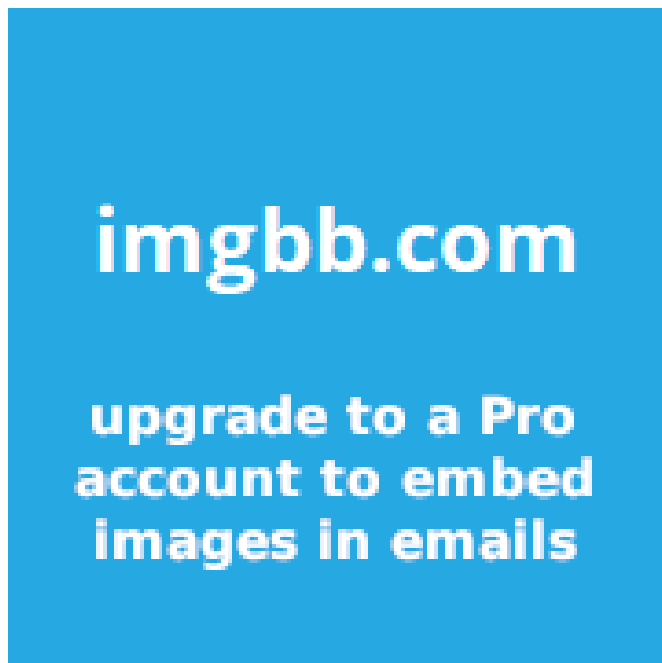
From: Customer Service UK [clients@service.worldfirst.com]
Sent: 25/07/2023 12:51
To: javbusiness@hotmail.com
Subject: Re: JBMI BP Works Ltd- Recall request [ref:_00D0YZI5Z._5001v2FK69R:ref]

Hi Javier,

Thank you for clarifying the below, I have informed the payments team of this to relay this information to the banks accordingly.

Kind regards,

Melone, Customer Service Associate
World First UK Ltd, Millbank Tower, 21-24 Millbank, London, SW1P 4QP



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----- Original Message -----

From: Javier Ortega [javbusiness@hotmail.com]

Sent: 25/07/2023 11:15

To: clients@service.worldfirst.com

Subject: Re: JBMIBP Works Ltd- Recall request [ref:_00D0YZI5Z._5001v2FK69R:ref]

Hello Melone

Thanks for your message. Please let me know indeed as soon as you have an update.

Also please communicate to JP Morgan and also the payee's bank (payee is a goods supplier) that I have received no communication whatsoever from him after contacting him five times by Email and messages, and also via telephone, and no response whatsoever and of course no goods have been sent to me at all. This is the reason why I am recalling the payment, as the terms of the purchase have not been met. He basically has received my money and done nothing at all further than that.

Please justify the recall explaining this.

Kind Regards,
Javier

Javier Ortega
Director at JBM IBP Works LTD.
Email: javbusiness@hotmail.com
<https://www.linkedin.com/in/javierortegabusiness/>

From: Customer Service UK <clients@service.worldfirst.com>
Sent: Tuesday, July 25, 2023 11:37 AM
To: javbusiness@hotmail.com <javbusiness@hotmail.com>
Subject: Re: JBMIBP Works Ltd- Recall request [ref: _00D0YZI5Z._5001v2FK69R:ref]

Good Morning Javier,

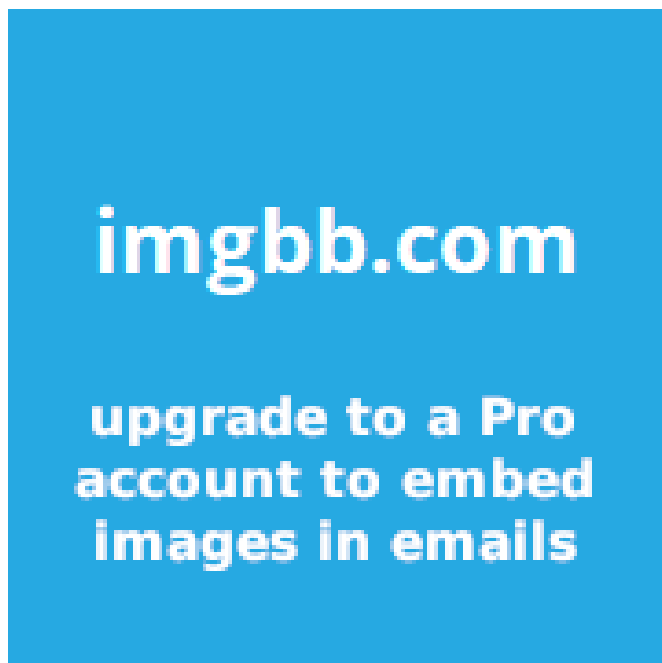
Hoping all is well,

Apologies for any confusion, this recall has been actioned on our side, You have been liaising with both the UK and EEA team, I will inform the team in EEA that they can close their case with you to avoid further confusion.

In regards to the recall, please note that there is no specific timeframe for this, this is all dependent on the time it takes for the banks to complete this. JP Morgan have informed us that as of 21/07/2023, they have received notification that the funds (1,407.60/EUR) have been processed and sent to the payee's bank.

At present the bank are contacting the payee to retrieve the funds as per your request, once they receive a reply they will be in touch to provide an update. As soon as we receive more information regarding this, I will be in touch to keep you updated on the matter

Kind regards,
Melone, Customer Service Associate
World First UK Ltd, Millbank Tower, 21-24 Millbank, London, SW1P 4QP



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----- Original Message -----

From: Javier Ortega [javbusiness@hotmail.com]

Sent: 24/07/2023 14:17

To: clients@service.worldfirst.com

Subject: Re: JBMIBP Works Ltd- Recall request [ref: _00D0YZI5Z._5001v2FK69R:ref]

Hello Melone

Ok, could you comment in which status are we as per today, please? do you think we shall get the recall ok, even if it is some days?

Please also inform your colleague Jordy about status of the recall please, as he was also writing to me:

<image.png>

Wait for your news,
Javier

Javier Ortega

Director at JBM IBP Works LTD.

Email: javbusiness@hotmail.com

<https://www.linkedin.com/in/javierortegabusiness/>

From: Customer Service UK <clients@service.worldfirst.com>
Sent: Monday, July 24, 2023 1:11 PM
To: javbusiness@hotmail.com <javbusiness@hotmail.com>
Subject: Re: JBMI BP Works Ltd- Recall request [ref: _00D0YZI5Z._5001v2FK69R:ref]

Good Afternoon Javier,

Hoping all is well,

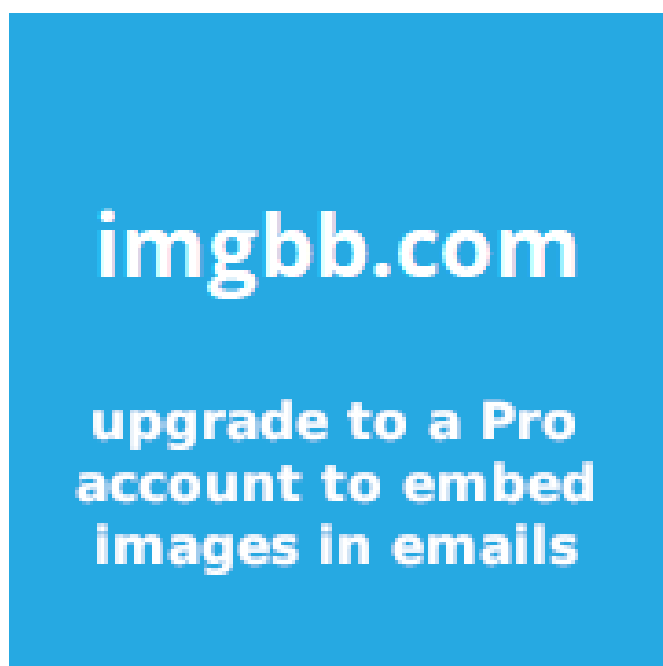
Thank you for reaching out to us a moment ago via Live Chat and speaking to my colleague Chelsea.

The payments team have initiated this recall three days ago, as you know this may take some time as they have to liaise with the banks to action this.

I have asked for an update from our payments team regarding this today, once this has been provided then I'll be in touch to keep you informed. Thank you for your understanding and patience.

Kind regards,

Melone, Customer Service Associate
World First UK Ltd, Millbank Tower, 21-24 Millbank, London, SW1P 4QP



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----- Original Message -----

From: Customer Service UK [clients@service.worldfirst.com]

Sent: 21/07/2023 09:48

To: javbusiness@hotmail.com

Subject: Re: JBMIBP Works Ltd- Recall request [ref:_00D0YZl5Z._5001v2FK69R:ref]

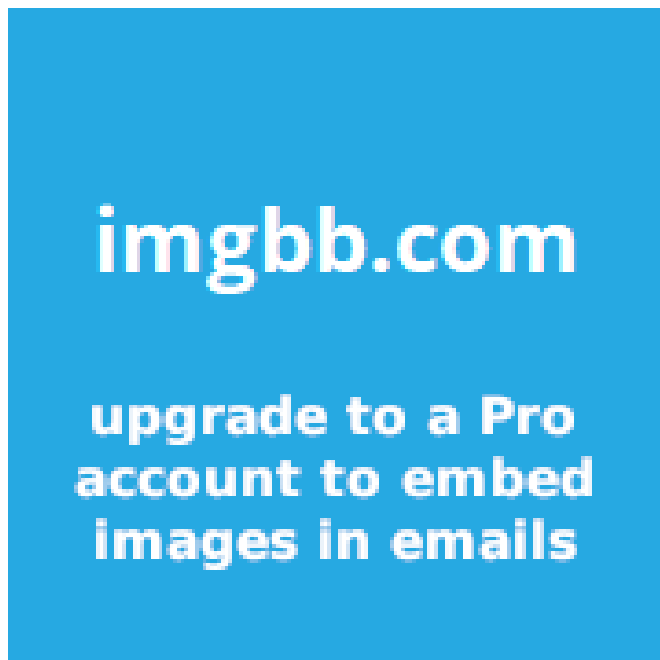
Good Morning Javier,

Thank you for your reaching out to us with this query, I will pass this request onto the payments team and keep you informed of this recall once I receive an update from the team.

Kind regards,

Melone, Customer Service Associate

World First UK Ltd, Millbank Tower, 21-24 Millbank, London, SW1P 4QP



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----- Original Message -----

From: Javier Ortega [javbusiness@hotmail.com]

Sent: 20/07/2023 11:06

To: clients@service.worldfirst.com

Subject: Re: JBMIBP Works Ltd- Recall request [ref:_00D0YZI5Z._5001v2FK69R:ref]

Hello

Please reopen the case and recall the payment, the supplier is not delivering the goods and is not responding to my messages whatsoever.

Please proceed to recall this transfer and please get the money back into my account.

Wait for your news,
Kind Regards

Javier Ortega

Director at JBM IBP Works LTD.

Email: javbusiness@hotmail.com

<https://www.linkedin.com/in/javierortegabusiness/>

From: Customer Service UK <clients@service.worldfirst.com>

Sent: Friday, July 14, 2023 12:36 PM

To: javbusiness@hotmail.com <javbusiness@hotmail.com>

Subject: Re: JBMIBP Works Ltd- Recall request [ref:_00D0YZI5Z._5001v2FK69R:ref]

Good Morning Javier,

Hoping all is well,

Thank you for getting back to me regarding this, I will inform the payments team to leave the payment as it is, as per your request.

As the payment will be remaining as is, I will now be closing this case.if you have any other queries, please feel free to reach out to Customer Service and we'll be happy to assist you further.

If you are happy with the service I have provided, I'm hoping you wouldn't mind expressing this by leaving a review for me on the link below:

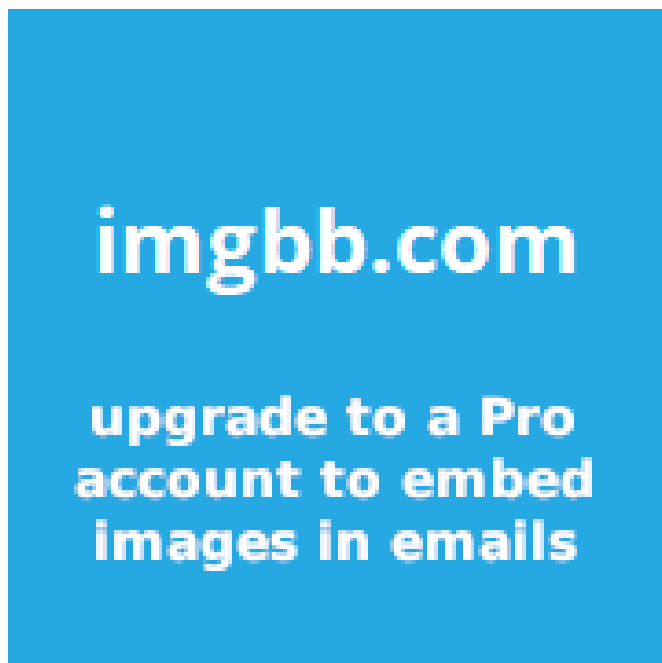
<https://uk.trustpilot.com/evaluate/www.worldfirst.com>

Many thanks in advance, Have a lovely day!

Kind regards,

Melone, Customer Service Associate

World First UK Ltd, Millbank Tower, 21-24 Millbank, London, SW1P 4QP



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----- Original Message -----

From: Javier Ortega [javbusiness@hotmail.com]

Sent: 14/07/2023 10:48

To: clients@service.worldfirst.com

Subject: Re: JBMIBP Works Ltd- Recall request [ref: _00D0YZI5Z. _5001v2FK69R:ref]

Hello Melone

If the payment has been sent, that is Ok then, let us leave it like it is.

Thank you anyway.

Kind Regards,
Javier

Javier Ortega

Director at JBM IBP Works LTD.

Email: javbusiness@hotmail.com

<https://www.linkedin.com/in/javierortegabusiness/>

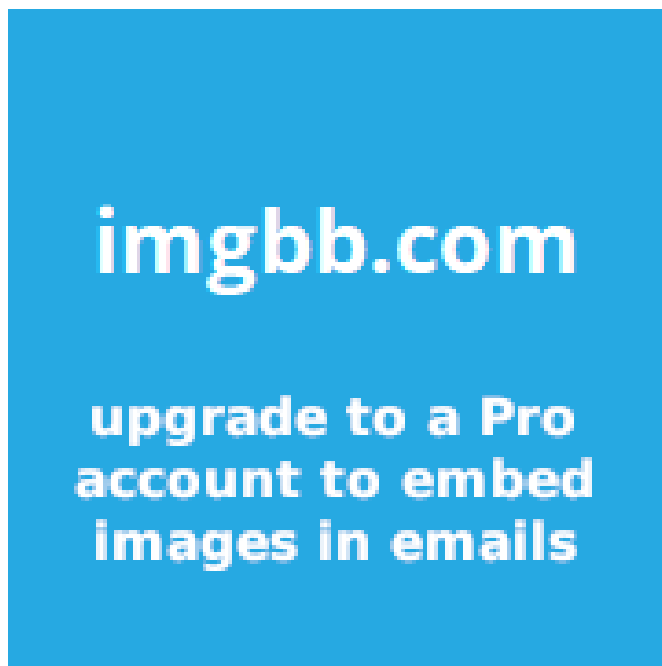
From: Customer Service UK <clients@service.worldfirst.com>
Sent: Thursday, July 13, 2023 5:24 PM
To: javbusiness@hotmail.com <javbusiness@hotmail.com>
Subject: JBMIBP Works Ltd- Recall request [ref:_00D0YZl5Z._5001v2FK69R:ref]

Hi Javier,

Hoping all is well,
Thank you for speaking to me earlier, the payments team have updated me that unfortunately this payment was sent however they can issue a recall for this. Please can you confirm if you give us permission to issue a recall for this payment.

Kind regards,

Melone, Customer Service Associate
World First UK Ltd, Millbank Tower, 21-24 Millbank, London, SW1P 4QP



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ref:_00D0YZl5Z._5001v2FK69R:ref



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