

## Credit Card Claim & Charge-Back Management

We handle and file all agents and passengers credit card claims. All enquiries of passengers and agents are sent to our office, where they are handled just-in-time on behalf of the airline.

We take care of all credit card charge-backs. Communication and clarification with passengers and agents are accomplished through our well trained professionals.

Through our long-time experience in claim handling for major international airlines, we conduct these services with optimized and standardized workflow, large flexibility in processing and state of art technologies.

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### Corporate Profile

**Lamberth Airline Solutions** is a service provider for the international air transport industry.

**We serve over 15 airlines** in more than 20 countries.

We market our **proprietary software, which our customers use to optimize their back office activities** e.g., in their accounting, sales and direct marketing departments. We also offer our customers a complete range of outsourcing services for complete back office processes, supported by software systems and a professional and highly knowledgeable staff.

### Contact us

For more information please send an email to [service@lamberth.de](mailto:service@lamberth.de) or visit our website <http://www.lamberth.de>.