



**CORPORATE
RESTRUCTURING**

Our ref: PFD/MTB/DTC/PDO002/405731/T

Your ref:

**TO ALL KNOWN CREDIT CARD ISSUERS
OF MFI GROUP LIMITED CUSTOMERS**

43 - 45 Portman Square
London W1H 6LY

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e-mail:
charge.back@mfi.co.uk

Dear Sirs

MFI Group Limited (In Administration) ("the Company")

I write further to my appointment as Joint Administrator of the Company on 26 November 2008, together with my partners Geoffrey Bouchier and Paul Clark.

As you are aware from previous correspondence from the Joint Administrators, the Company is not able to fulfil customer orders. I understand that your card scheme provider has received the same confirmation from the Company's Merchant Service Provider.

In order to facilitate the chargeback process, in the circumstances detailed below, customers have been advised to contact their credit card or VISA debit card issuer. Customers will need to provide all relevant documentation relating to their unfulfilled order, including their sales invoice.

The circumstances in which to facilitate a chargeback are:

- Where a deposit was paid by credit card or VISA debit card; OR
- Where a payment was made in full by credit card or VISA debit card, AND
- That no delivery of any part of the order has been made whatsoever.

Customers have also been made aware that their order should comply with Section 75 of the Consumer Credit Act 1974.

Should you have any queries, then please in the first instance direct your enquiries to charge.back@mfi.co.uk and a member of the team will respond to you as soon as practicably possible.

Yours faithfully
For and on behalf of
MFI Group Limited


Philip Duffy
Joint Administrator

The affairs, business and property of the Company are being managed by the Joint Administrators, P Duffy, G Bouchier and P Clark who act as agents for the Company and without personal liability. All are licensed by the IPA.