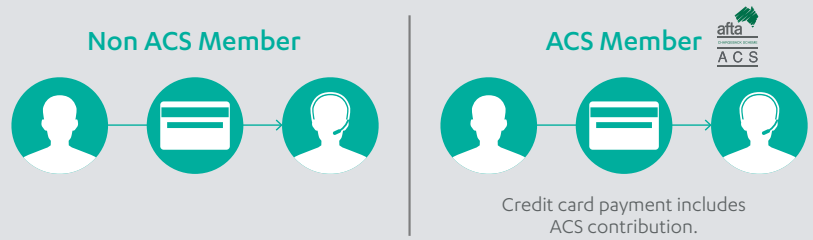


HOW DOES THE AFTA CHARGEBACK SCHEME (ACS) WORK?

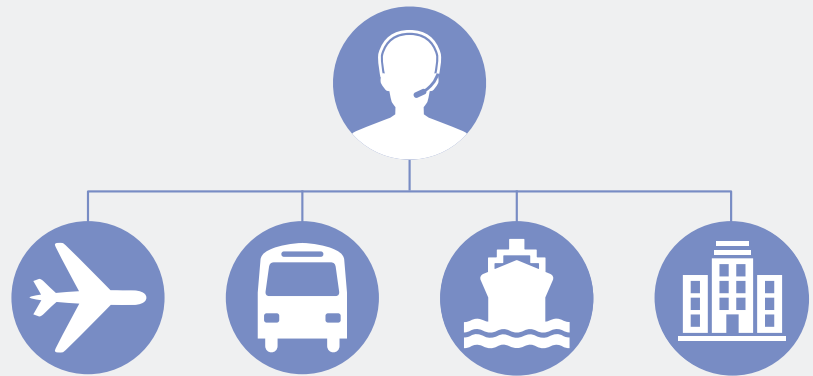
Stage 1

Consumer books a trip via a travel agent and pays using a credit card.



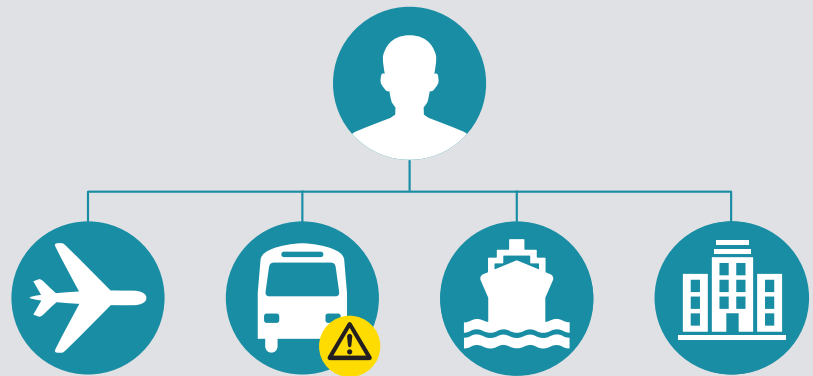
Stage 2

Travel agent completes multiple transactions to pay suppliers.



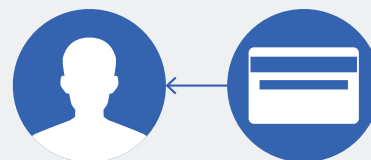
Stage 3

A supplier is unable to deliver on contracted services due to insolvency.



Stage 4

Consumer invokes a chargeback due to the supplier not delivering on the contracted service.



Stage 5

Bank takes chargeback amount from travel agent account.

