



For: ALL TRAVEL AGENTS  
Date: 18 April 2019  
Subject: Jet Airways (9W-589) - Refunds Agreement Instructions

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Dear Travel Agent,

As you may be aware, Jet Airways (9W-589) has been suspended today from all BSP operations. We would like to inform you that we have reached an agreement with the airline to process any potential refunds through our BSPLink system.

In order to calculate the total amount of potential refunds, we kindly ask you to do the following:

1. Please complete and submit refund applications for all unflown or partially used Jet Airways (9W-589) tickets which were reported as cash sales (no credit cards refunds will be accepted in this Refund process), using the "RA Issue" Option under Suspended Airline Menu in BSPLink.
2. The timeframe for this Refund process is from 22 April 2019 until close of business 20 May 2019; please note that we will not be able to offer any extension to this deadline.
3. Any credit card refund request has to be addressed directly with the airline.

In order to help us to make the process shorter and cost effective we kindly ask you to fill in the full calculation of the refund, including taxes, commission (if any).

Should you require any further information, please do not hesitate to contact your Jet Airways representative or local office directly.

We would like to thank you for your co-operation in this matter.

Juan Antonio Rodriguez  
Director, FDS Operations