



TO: All travel Agents in BSP

DATE: June 4<sup>th</sup>, 2018

SUBJECT: Air Berlin PLC & Co (AB-745) – Refund Application, Approval Process Completed

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Dear Travel Agents,

Following onto our previous communications on this matter, we would like to inform you of the latest news of the Air Berlin PLC & Co Ticket Refund Process.

All Refund Applications filed in Bsplink for Air Berlin PLC & Co (AB-745) tickets by travel agents worldwide were finally reviewed by the airline.

IATA will start to process the approved Refund Applications and the settlement of these transactions will be included in the current BSP Billing Report of each of the markets affected.

Please note that the Refund Applications that have been rejected by Air Berlin PLC & Co will include a short explanation on the reason of the rejection. Any inquiries concerning those refunds must be addressed directly with the airline via the following email address: [bsp-refund@airberlin.com](mailto:bsp-refund@airberlin.com). Please do not hesitate to contact IATA if you have any questions on this matter [www.iata.org/cs](http://www.iata.org/cs).

Sincerely,

Juan Antonio Rodriguez  
Director, FDS Operations, GDC