

To:

Travelcounsellors

17/04/2020

Subject: TCV PROMO due to a flight cancellation

Dear Agent,

With reference to our mutual understanding, please be informed that in the event of a flight cancellation in March, for each TCV requested as an alternative to the refund, Alitalia will recognize a fee, set up as follows:

- The Customer will receive a TCV worth more than the ticket price (compared to the original ticket value, **€ 15 more in case of DOMESTIC or INTERNATIONAL ticket, € 60 more in case of INTERCONTINENTAL ticket**); it will be issued with the passenger's name and it will be non-transferable to third parties

PROCESS

If the Customer accepts the TCV, in order to request it, the Travel Agent will send, no later than April 30th

- 1) an email to RequestTcvTrade@alitalia.com (the Customer must be copied)
- 2) Contact Center will issue the TCV and will send it to the Travel Agent (the Customer in copy)
- 3) Sales will provide the Travel Agent with billing instructions and payment (the Travel Agency will be paid by ACM in BSPlink at the end of the month)
- 4) The Refund Application Authority (RAA) already submitted through BSPlink will be closed

The promotion ends on April 30th

Best regards.

Alitalia Società Aerea Italiana S.p.A. in extraordinary administration