



EVA NEWSFLASH

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**Subject: BSP Refunds and Suspended Tickets Handling Guide**

## BSP Refunds and Suspended Tickets Handling Guide

Dear Agent,

Please be advised that we are currently receiving a high volume of refund requests on BSP due to Covid-19. As per all handling guides sent out previously, the ticket refunds must be processed **through GDS system** for all tickets issued less than a year. A failure to do so will cause a duplicate of workloads for both parties as such refunds will be rejected. Please also be advised that refunds via BSP shall be used solely for tickets issued more than a year.

### Suspended tickets

1. These are the passengers who no-showed for the flight. As per our handling guides, they are not exempted on the no-show charge.
2. To open a ticket with suspended status, please collect no-show fee and issue EMD. Once the EMD is issued, please contact our reservation team on 020 73808300 or csuk@evaair.com and provide them with the EMD number. They will help you change the status of the ticket from "SUSPENDED" to "OPEN". Once the status become "OPEN", please follow our newsflash for further handling (rebooking/refund).

\*\*EVA Air would like to thank you for your cooperation.