



C I R C U L A R

Reference : RF/2021/01/Fees 01 Version 03

To : ALL RB Ticketing

Date : 19JAN21

Subject : Penalty fees for refunds other than to original FOP

Please be advised that effective **15JAN2021**, a penalty fee of USD50 will apply to the following scenarios:-

1. Different refund currency from original payment currency, and/or
2. Refund returning to other forms of payments which differs from the original form of payment. E.g. credit card payment and refund to Bank account transfers/cheques

Notes:

- This penalty fee does not override the refund fee stated in Fare T&C. This additional penalty applies when different currency/FOP/owner is involved.
- Fees are to be collected using MF (Miscellaneous fee) code.
- Fee applies at all ticketing points and only if different from original currency/FOP/owner.
- Fee applies only to refund cases and not reissues.
- If original credit card that was used for payment has expired/no longer exists, the USD50 fee applies since the original card can no longer be refunded to.
- For cash FOP/IBE ALIPAY, if the cash sales are not sufficient to cover the refund amount – epayment is submitted to Revenue Accounting and no penalty fee applies.

Thank you

**ISSUED BY
REVENUE FINANCE SECTION
FINANCE DEPARTMENT
ROYAL BRUNEI AIRLINES**