

Date : 24 Jun 2019

Reference : HKGSSUL – 190624 SB Refund procedure of UL Ticket

Dear Travel Partners,

REFUND PROCEDURE – BSP Auto Refund

Please be informed that effective from 1 July 2019 fully unused or partially used UL tickets can be processed BSP Auto Refund.

Any refund waiver must be requested and authorized in advance. The refund with waiver can only be processed through BSP Auto Refund after refund waiver is approved by Hong Kong UL Office. A waiver summary report is required to with refund being completed in each month and submitted to Hong Kong UL office by the last working day of the same month to email address ulsaleshkg@groupmcl.com. Late submission of waiver report will not be accepted and may result in receiving ADM.

Should you have further queries please contact us at Tel. 2521 0708 or email to ulsaleshkg@groupmcl.com.

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