

**On the voucher issuance by the Carrier
upon the agent's requests**

TO:

BSP/ARC Agents

TCH Agents

Agents of JSC Siberia Airlines,

working in ET Direct GDS other than 1A

Dear Agents!

Please be informed that from May 22, 2020 Agents working in reservation systems other than S7 ARDWeb/AIDL/S7 Smart Ticketing/ET Direct GDS Amadeus are provided with the possibility to send a request to the Carrier to process a refund to a voucher.

A voucher (EMD 992) issuance in exchange of an unused ticket is processed by the Carrier upon the agent's request, both involuntary and voluntary.

A request for a voucher issuance is sent to the Carrier only if passenger agrees to a voucher.

To issue a voucher by the Carrier, the agent shall send an e-mail to s7voucher@s7.ru.

Attention! The provided e-mail should be used by agents only for sending the requests for voucher issuance.

To pay for ticket and additional services by a voucher issued by the Carrier, the passenger shall apply to the Carrier's representative office, the Carrier's Authorized Agent, S7 Service LLC or the Carrier's Contact Center.

For the successful voucher issuance request creation, the information in the letter must be indicated strictly according to the example. An example is given in Appendix 1.

a) An individual letter should be sent to each PNR.

b) If the PNR is created for several passengers, then in the letter must be consistently indicated the ticket numbers and last names/names of all passengers who need vouchers.

c) A request for a voucher must be sent by the same agent who issued the ticket to the passenger (the IATA number indicated in the letter shall match the IATA number of an agency that issued the ticket). If tickets are issued by an agency other than the one indicated in the letter, the request will be rejected. If a ticket issued by an agent was involuntary reissued by the Carrier and the passenger requests the refund to a voucher, the agent shall contact tech@s7.ru for further instructions.

d) If the information in the letter is indicated correctly and fully, a request for a voucher issuance is generated. A notification with the generated request number is sent to the agent's e-mail from which the request was sent.

e) If the letter contains information other than given in the example, the request will not be generated. A notification is sent to the agent's e-mail from which the request was sent that the request has not been generated.

f) If the letter contains incorrect, contradictory or mixed information, the request may be rejected. A notification about the request rejection is sent to the agent's e-mail from which the request was sent. If necessary, the agent sends a new letter to form a new request, indicating in the letter reliable and correct information.

g) A request is considered to be completed if a voucher is issued (EMD 992) and the receipt(s) of the issued EMD is sent to the agent's e-mail from which the request was received. After issuing a voucher (EMD 992), the notification of the request completion is sent to the agent's e-mail from which the request was sent. The ticket coupon status, in exchange for which the Carrier issued a voucher, will change to Exchanged.

By sending a request for a voucher issuance, the agent automatically agrees with the calculation of the amounts provided by the Carrier.

The calculation of the amounts is provided in accordance with the current technological documentation of the Carrier and the fare rules.

If the agent has an additional permission from the Carrier for an involuntary refund or voluntary refund to a voucher without charging a no-show penalty, then it shall be attached to the letter.

TCH and BSP Agents, who submitted a request for refund in the TCH Connect/BSP Link module until May 22, 2020 inclusively, it is necessary to attach to the letter:

- a) For TCH Agents - a screenshot of the request with a clear image of the information in the RA. The calculation of the amounts for a voluntary refund to a voucher will be provided on the date of the request creation in the TCH Connect.

b) For BSP Agents - a screenshot of the Refund Application with a clear image of information in RA. The calculation of the amount for a voluntary refund to a voucher will be provided on the date of the RA creation in BSP Link.

If an additional permission from the Carrier or a screenshot of the request/RA created in TCH Connect/BSP Link before May 22, 2020 inclusively is not attached to the letter, the calculation of the amounts for a voluntary refund to a voucher is provided according to the date of the voucher issuance request creation in accordance with the current technological documentation of the Carrier and the fare rules.

The voucher is issued by the Carrier under the Carrier's IATA number in accordance with the "Guidelines on handling TD purchased with Travel Voucher".

The requests for a voucher issuance will be processed on weekdays from 10.00 am to 19.00 pm Novosibirsk time.

By letters sent to tech@s7.ru, requests for voucher issuance will not be generated.

On all technological issues Agents shall apply to email tech@s7.ru.

Yours faithfully, Signed with digital signature Mrs Veronika Smirnova Siberia Airlines, JSC

Originator: Technology Support Sales Department

Email: tech@s7.ru

An example of the information completing in the letter to form a request for a voucher issuance

- a) The subject of the letter shall mandatory indicate:
- I. The agency name
For example, Air Agency
 - II. The agency IATA number (8 digits)
For example, 92212345
 - III. The PNR number (Carrier Locator, 6 characters)
For example, UM9BE5

An example of the subject filling:

Air Agency 92212345 UM9BE5

- b) The letter must indicate the name of each field (strictly according to the example), the colon sign, the sign “space” and the information to be filled in. Each new field should begin with a new line:
- I. The agency name*
For example, **The agency name: Air Agency**
 - II. The IATA number*
For example, **The IATA number: 92212345**
 - III. The PNR number*
For example, **The PNR number: UM9BE5**
 - IV. The type of the refund on voucher* (voluntary or involuntary) For
example, **The type of the refund on voucher: Voluntary**
 - V. The ticket number* (13 digits with code 421)
For example, **The ticket number: 4215821111111 IVANOV/IVAN**

If necessary, all ticket numbers and last names/names of all passengers from the PNR for which it is necessary to issue a voucher are indicated consecutively separated by a comma, for example:

The ticket number: 4215821111111 IVANOV/IVAN, 4215821111112 IVANOVA/ANNA, 4215821111113 IVANOV/SERGEI

Important! The information marked * must be mandatory indicated, otherwise the request will not be formed.

An example of information filling:

The agency

name: **Air**

Agency **The**

IATA

number:

92212345

The PNR

number:

UM9BE5

The type of the refund on

voucher: **Voluntary** The ticket

number: **4215821111111**

IVANOV/IVAN