

Dear Valued Customer,

THAI first of all sincerely apologizes to you as our valued customer regarding the business reorganization proceeding, which temporarily barred us from proceeding with your airfare refund in due course.

THAI affirms to facilitate our customers to the best of our ability and remain committed to extending the utmost attention and care to all customers who have pending ticket refund requests. THAI would therefore like to offer our customers with an alternative option to turn your refund requests or unused tickets to THAI Travel Voucher allowing you more flexibility for your future travels.

THAI Travel Voucher offers the following flexibility and benefits:

- (1) Same value as your refund value.
- (2) Can be used as credit towards any future flights operated by THAI or THAI Smile, from purchase of air tickets to payment of taxes.
- (3) Can be used on any THAI or THAI Smile routes.
- (4) Can be used as credit towards other services of THAI, e.g. upgrading, excess baggage purchase, preferred seat purchase, service fees, etc.
- (5) Valid until 31 December 2022.
- (6) Transferable to any persons with proof of documents presented at time of new ticketing.
- (7) Unused voucher value can be refunded 6 months prior to expiration date.

If you find the above THAI Travel Voucher benefits well serve your requirements, you can proceed to convert your refund requests or unused tickets to THAI Travel Voucher alike by contacting us at email or telephone

We look forward to servicing you in the very near future. Thank you for choosing THAI.

Sincerely yours,

Thai Airways international Public Company Limited

尊敬的顾客：

泰国国际航空由于受公司重组进程影响，暂时无法及时完成您的机票退款申请，首先在此向您致以诚恳的歉意。

泰航国际航空声明，为了尽可能地方便顾客，我们承诺对所有已申请但尚未完全办结退票的顾客延长服务。泰航兹提供给您另一选择，即将您要求退的票或尚未使用的机票转换成泰航的旅行券，令您今后的行程安排更灵活。

泰航旅行券将提供您以下的灵活与便利：

- (1) 价值等同于您的退票金额。
- (2) 可用于泰国国际航空或泰微笑航空的任意航班，以购买新机票或支付税金。
- (3) 可用于任何泰国国际航空或泰微笑航空的路线。
- (4) 可用于支付泰国国际航空的其他服务，如升舱，超重行李，优选座位，服务费等。
- (5) 有效期延长至 2022 年 12 月 31 日。
- (6) 可转让给持有有效证明的其他受让人以购买新的机票。
- (7) 未使用的旅行券余额可于该券失效前六个月内申请退款。

如您觉得泰国国际航空的旅行券的便利服务能满足您的需求，您可将您的退票或尚未使用的机票申请转换为此旅行券，请发邮件至：air@thaiair.com，或致电 [16766666](tel:16766666)。

我们期待早日为您提供服务。感谢您选择乘坐泰国国际航空。

致以诚挚的问候

泰国国际航空大众有限公司