



For: ALL TRAVEL AGENTS

Date: 2 July, 2009

Subject: **MAT - Macedonian Airlines (IN-367)** - Refunds filing in BSPlink

Dear Travel Agent,

You are aware that **MAT - Macedonian Airlines (IN-367)**, has been suspended from the BSP operations on 2 June 2009. In order for us to estimate the amount of potential refunds, we need to ask you to do the following:

1. Please **complete and submit Refund Applications** for all **MAT - Macedonian Airlines (IN-367)** tickets reported as CASH paid, not flown or partially used (no Credit cards refunds will be accepted for this estimate), using the "Refund Application- RA Issue" option in BSPlink;
2. The deadline for this is **14 working days from today's date - until close of business on 22 July 2009**; please note that we will not be able to offer any extension to this deadline;

In order to help us make the process shorter and cost effective we kindly ask you to fill in full calculation of the refund, including taxes, commission (if any);

Further information about the refund process will be provided once IATA has received clearance from Airline or its appointed Administrator to proceed with this process.

We would like to thank you for your co-operation in this matter,

Sincerely yours,

IATA

International Air Transport Association

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