



Memorandum

To: IATA Agents

From: IATA, Senior Vice President IDFS, Tom Murphy

Date: 19 September 2008

Subject: Alitalia – (AZ 055)

Further to my message of 2 September 2008, we have received many questions from Agents regarding the status of Alitalia.

This is to inform you that at the time of writing this letter, they are continuing to operate and meet their financial commitments to IATA.

BSP Travel Agents should continue to remit to the BSP in the normal manner. We remind you that IATA holds a security deposit from Alitalia that should allow us to process refunds as necessary.

We will continue to keep you informed about the situation but should you have any further questions, please contact your local IATA office.

Yours sincerely,

Tom Murphy