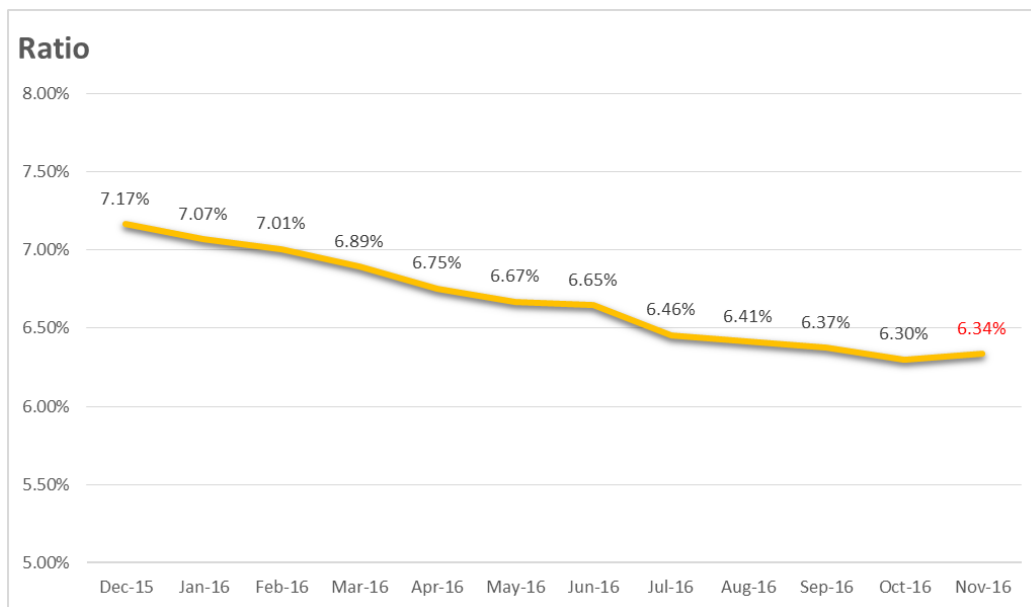


PAX Rejection Memo Reduction November 2016



Estimated percentage of prime billings rejected

To obtain an estimate on the percentage of Prime billings rejected during a given period of time, the ratio of the sum of 1st stage rejections to the sum of prime billings submitted has been considered. For the method of calculation, refer to the [last page](#).

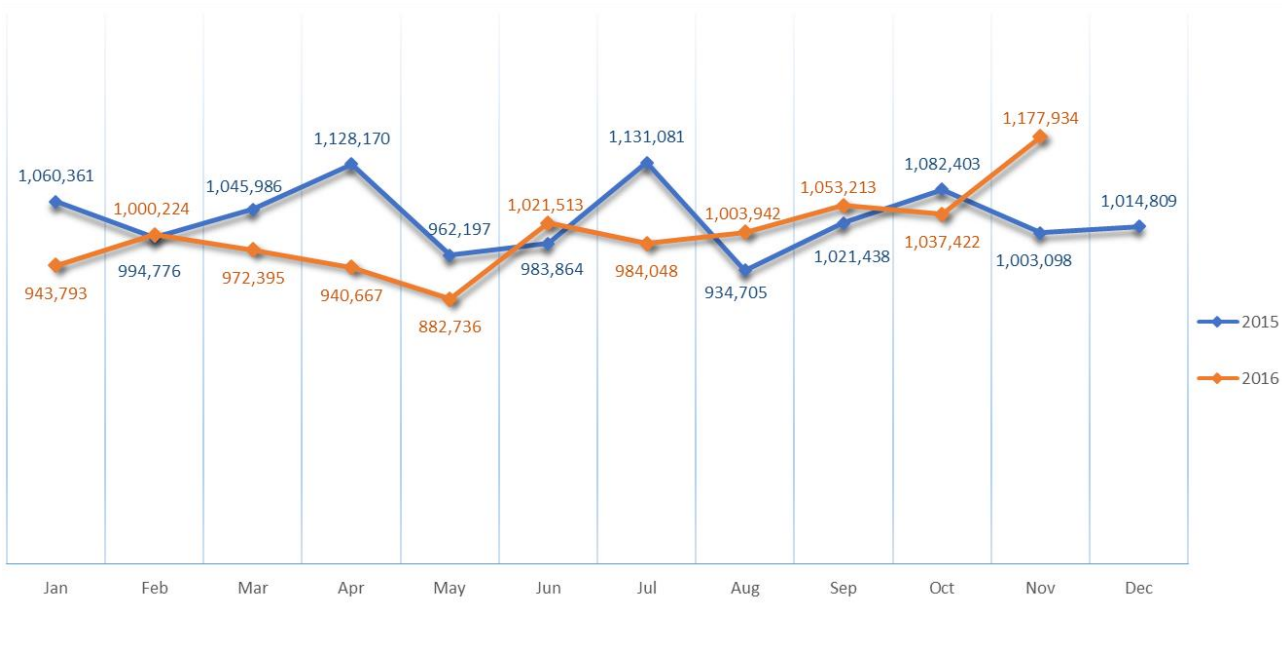


- Graph based on Non-Sampling data from January 2015 to November 2016.
- Dec 2015 is taken as the base. It takes into account the volumes processed for the entirety of 2015
- As tracking of RM data started in 2015 and the formula considers the past 12 months, we are unable to provide a ratio for months before Dec 2015
- Excluding SMI-A**

**SMI-A: Settlement through the ACH (Airlines Clearing House) using ACH rules

Global

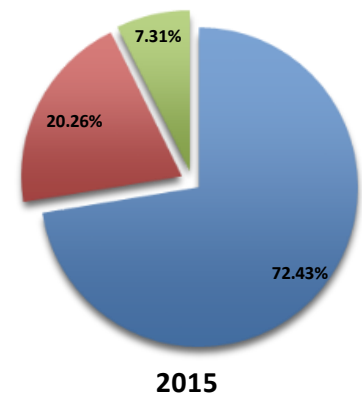
In comparison to the base year 2015, the average monthly rejection memo count has decreased by 3%.

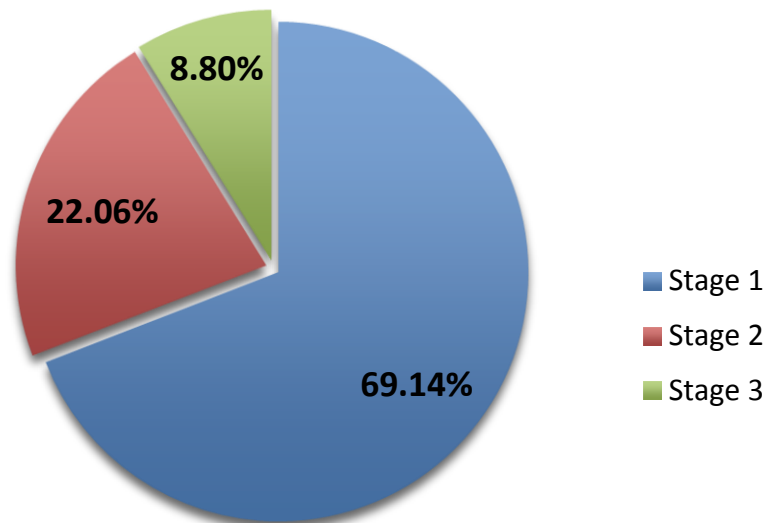


- Graph based on Rejection Memo breakdowns of all stages
- Excluding SMI-A**

By Stage

While the analysis is mainly based on 1st stage rejections, the percentages of 2nd and 3rd stage rejections are also tracked.





Jan - Nov 2016

Method of measuring progress on the volume of Non-Sampling Rejections raised:

An estimate of the percentage of prime billings rejected is computed by taking the sum of Stage 1 rejections for the past 12 months over the sum of prime billings submitted during the previous 12 months. The ratio is recalculated at each month in order to monitor the trend.

$$\frac{\text{Sum of Stage 1 RMs of Past 12 months}}{\text{Sum of Prime Billings of Past 12 months}} \times 100\%$$

➤ Example:

$$\frac{\text{Sum of Stage 1 RMs of Dec 2015–Nov 2016}}{\text{Sum of Prime Billings of Dec 2015–Nov 2016}} \times 100\% = \frac{8,343,456}{131,697,604} \times 100\% = 6.34\%$$