

# MEMORANDUM

## PAC/RESO/1100

To: All Members, Passenger Agency Conference  
Accredited Representatives

From: Executive Director, Financial Services, BSP & CASS

Date: 27 April 2026

Subject: **MAIL VOTE (A732)**  
**PAC123 (Mail A732)**  
**[Trading history in Resolution 812, Section 2.2.5](#)**

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Submitted by IATA

### Background Information

The current Resolution 812, Section 2.2.5 Trading History, prevents an Applicant - and anyone with material financial interest or a management role at the Applicant- who has previously been removed from the Agency List from applying for a new Accreditation or submitting a Change of Accreditation under the scenarios outlined in Section 2.2.5.1.

The Resolution, however, provides flexibility for Agents who were previously removed from the Agency List due to Non-payment Default, provided they can demonstrate that no financial security encashment was required to cover the outstanding debt.

The Travel Agency Commissioner (TAC) office has raised concerns that the current wording creates a permanent ban on previously Accredited Agents whose default debts were settled through financial security encashment, considering it unfair, as it does not allow for any assessment of the circumstances that led to the encashment.

### Proposed Solution

In the event of an application being rejected, Agents may request a reconsideration of the decision by IATA, as outlined in Section 2.9.5 of Resolution 812.

It is proposed to amend Resolution 812 Section 2.2.5 on Trading History by adding a reference to the above section, highlighting the availability of this option for Applicants who fail to meet Trading history conditions set out in Section 2.2.5.2(a) and wish to request a reconsideration of their application by IATA.

### Effective Date

The proposed effective date of these changes is the earliest date: 1 July 2026.

### Proposed Action

Conference to adopt the changes as shown in Attachment 'A' and as endorsed by PSG/139.

Voting Period: 27 April -11 May

Filing Period: 12 - 26 May

Effectiveness: 1 July 2026

To cast a vote, Members are asked to access the application from the following link:  
[2026 First mail vote cycle – Fill out form](#)

Please note that no other form of voting will be accepted. Voting will conclude at close of business MAD time on **Monday, 11 May 2026**. Votes not cast by that deadline will be deemed to be affirmative.

In conformity with the Mail Vote procedure endorsed by PAConf in October 2009, this Mail Vote has been provided in advance to representatives of the agency associations ECTAA, UFTAA and WTAAA for review and/or comment.

**No comments were received.**

Any Member seeking clarification on any aspect of the mail vote or the mail vote process is invited to contact the IATA Passenger Governance team by email to [pac-gov@iata.org](mailto:pac-gov@iata.org).

A handwritten signature in black ink, appearing to read 'J.A. Rodriguez', written in a cursive style.

Juan Antonio Rodriguez  
Executive Director, Financial Services, BSP & CASS  
PAConf & PSG Secretary

## RESOLUTION 812

[...]

### 2.2.5 Trading History

2.2.5.1 A person who is a director of the Applicant, or who holds a material financial interest or a position of management in the Applicant, must not currently or previously have been:

- a) involved in any fiduciary breach or crime;
- b) subject to bankruptcy proceedings; or
- c) a director of, or someone who has had a financial interest or held a position of management in:
  - i. an Agent which, at the time of application, is currently subject to Prejudiced Collection of Funds or Payment Default action by IATA for non-compliance with the conditions of its Accreditation; or
  - ii. an Agent which has been removed from the Agency List due to Payment Default or Prejudiced Collection of funds.

2.2.5.2 The restriction in 2.2.5.1(c) may be waived if the following conditions are met:

- a) the Applicant shows proof that all accountable transactions were settled by the Agent and not by means of Financial Security encashment, and that all outstanding amounts related to administrative fees have been duly settled, any exception to this being subject to Section 2.9.5.
- b) the Applicant removed for any other cause not listed under section 2.2.5.1 complies with the terms of the Passenger Sales Agency Agreement and Passenger Agency Conference

[...]

### 2.9.5 Notification of Decision on Application

2.9.5.1 Upon determining whether it is satisfied with the matters stated in section [2.9](#), IATA will promptly notify the Applicant in writing of the acceptance or rejection of the application.

2.9.5.2 If the application is accepted, the notification must set out:

- a. all approved entities that are to become the Head Entity and applicable Associate Entities;
- b. the approved Authorised Payment Method(s);
- c. any required Financial Security;
- d. any assigned Risk Status and amount of Remittance Holding Capacity granted;
- e. any other conditions applicable to IATA's acceptance of the application.

2.9.5.3 If the application is rejected, the notification will specify the reason(s) for the rejection.

2.9.5.4 A rejected applicant or an Agent whose application for an additional location has been rejected may, within 30 calendar days of the date of IATA's notice, request reconsideration of the decision by IATA or may invoke the procedures for review of IATA's action by the Travel Agency Commissioner.