



Dear Travel Partner,

Our NYC management team politely asks you to redirect your calls and emails in regard to exchange or refund waivers to our Chicago office or to the Call Center in Belgrade. Please continue reading for more info.

If one of your passengers asks for ticket refund or exchange due to involuntary schedule change on JU,

then your schedule changes department can contact our office at [chicagoto@airserbia.com](mailto:chicagoto@airserbia.com) to ask for either an exchange or refund waiver. Waivers cannot be granted over the phone, so an official email request has to be sent to the aforementioned email address. Our office can only process exchange waiver requests in cases where

the original connection and original booking classes are used (except for bookings that are covered by the Novel Coronavirus ticketing waiver policy from 13May20).

However, if the passenger wants to be re-protected, meaning using different connection than the original one, then you will have to contact our Call Center at [callcenter@airserbia.com](mailto:callcenter@airserbia.com) or by dialing 1-718-725-8642. They are the only department at Air Serbia authorized to offer re-protection options to passengers affected by schedule changes.

The only exception to this rule are bookings that are covered by the Novel Coronavirus ticketing waiver policy from 13May20.

For immediate assistance (travel within 24-48 hours), you can also contact our office by dialing 1-773-293-7511 or 1-773-942-6786.

We kindly ask you to advise all your staff and sub-agents accordingly and we thank you for your continuing support of AirSERBIA.

Sincerely,