

Dear Travel Professionals,

Many of you have contacted Aeroflot requesting updated information on Aeroflot's policy on ticket refunds and credit card chargebacks. We are aware that we have received many requests for refund that have not yet been processed. We're also conscious that the increased number of credit card chargebacks is a challenge for all of us, and in particular that the risk of ADMs resulting from these is a real concern for many of you.

Two weeks ago, we asked our partners to submit all requests for refund to us by email for approval. Since then Aeroflot has temporarily delayed approval of refund requests, and temporarily suspended agents' ability to process refunds through GDS. These are temporary measures and we expect to have an update for you soon. In the meantime, please continue to send new refund requests to us at nycarc@aeroflot.ru.

With respect to ADMs resulting from chargebacks, we are working with our colleagues in Head Office to address this issue.

We will contact you as soon as we receive further direction from our head office.

Thank you for your patience.

Best regards,