

Dear Valued Partners,

The safety and well-being of our passengers and crew are our utmost priority at Turkish Airlines. Since the first reports of the COVID-19 outbreak were published, Turkish Airlines has followed the developments closely, considered the probable scenarios at the highest level, and taken all the necessary measures.

Thus in recent weeks we have been sending several notifications to offer your passengers a great deal of flexibility to manage their current bookings. You may do the re-bookings like below:

- Tickets issued on / before March 20, 2020 and travel on / before December 31, 2020:

- o Free of charge change without penalty fee and no fare difference will be collected for new flights to be completed until February 28, 2021 as long as itinerary is cancelled before original departure date.

- Tickets issued between March 21, 2020 and April 21, 2020 and travels on / before December 31, 2020:
 - o Free of charge change without penalty fee but fare difference will be collected if there is any for the new flight to be completed until February 28, 2021 as long as itinerary is cancelled before original departure date.

For passengers who do not accept above offers and requests refunds, we would appreciate your support by recommending another option to the passengers who's flights have been partially or fully suspended or a schedule change in the flight has been applied:

- **Have 1,000 Miles added to the passengers Miles&Smiles account for every 10 Euros of the ticket value. Passengers can use these Miles for upgrades or flights on Turkish Airlines, AnadoluJet or flights operated by Star Alliance member airlines. Passengers can also spend their Miles in our Shop&Miles online store.**

Due to current COVID – 19 situation there are high number of requests for refunds thus passengers who are not willing to take one of the advantageous options above might face with latencies on their refund requests.

As our industry partners, we seek your understanding and support in forwarding the passengers to the below link where they can find all the information about Coronavirus related requests:

<https://www.turkishairlines.com/en-us/announcements/coronavirus-outbreak/online-services/>