

Dear Valued Partners,

We have been in close communication with all of our partners and our objective is to give our best in these hard times. In recent weeks, there have been a tremendous amount of requests for refunds and we are trying to cope with that as best as we can. However, the problem with GDS/ARC refund transactions resulted in a lot of discontent.

We are now happy to announce that the recent problems on GDS/ARC have been resolved.

As mentioned in our several notifications sent out previously, we have been offering passengers a great deal of flexibility to manage their current bookings and they are still allowed to choose from the options below:

FOR CANCELED FLIGHTS:

- Tickets whose flights had been canceled flights can be used until the end of 2021 within the scope of “involuntary” rules without collecting penalty and fare differences. Please promote this as much as you can as a trade option to refund since there will be no fare difference or penalty for exchanges.

Endorsement Note – “Invol Exchange due to CX TK...(Flight number)”

FOR FLIGHTS THAT WERE NOT CANCELED:

- Tickets issued on / before March 20, 2020 for travel on / before December 31, 2020:
 - As long as the original flight is canceled before the original departure date, you may rebook the flights until February 28, 2021 without issue fees or collecting any fare difference. The entire journey will need to be completed by February 28, 2021
 - If original Itinerary is not cancelled before original departure, No-show penalty will be applied per the rules.

Waiver Code - ISTRCTK201600MAR20

- Tickets issued between March 21, 2020 and May 21, 2020 for travels on / before December 31, 2020:
 - For tickets issued between March 21, 2020 and May 21, 2020, for travel upto December 31, 2020 no reissue fee will be charged for changes until February 28, 2021. However any difference in fare will have to be collected
 - If original Itinerary is not cancelled before original departure, No-show penalty will be applied per the rules.

Waiver Code - ISTRCTK141717APR20

For passengers who do not accept the above offers for their flights that have been partially or fully suspended or had a schedule change and still request a refund, we would appreciate your support to recommend and offer the extra benefiting options listed below before attempting to processing refunds:

- **Voucher that adds 15% more value to your passenger's ticket price, to be used within one year of original date of issue; (For passengers that choose this option, you can either use the following link below or direct them to sales offices that serve your area)**

EMD Link:

<https://www.turkishairlines.com/en-us/any-questions/customer-relations/corona-related-request/>

or,

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

Miles Option Link:

<https://www.turkishairlines.com/en-us/any-questions/customer-relations/corona-related-request/>

IMPORTANT NOTE FOR REFUNDS:

- **Please check the ticket status before refund if the ticket is subject to a dispute by passenger or debit memo due to chargeback. If refund is processed after chargeback occurred, agency will be subject to debit memo.**

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>

Thank you for your continuous support and understanding.

TURKISH AIRLINES INC.
www.turkishairlines.com