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American Airlines would like to clarify refund procedures and fees. Please note the following:

- All travel agents can process refunds in-house (an auto refund) if there has been a schedule change over 90 minutes, a flight cancelation, if an authority is in the PNR or for medical or death reason if fare rules stated. To request an authority e mail syd.res@aa.com
- All forms of payment (FOP) can be refunded through the GDS as an auto refund, except for multi FOP cash/credit card tickets
- On a domestic USA routing ticket all the US sales taxes are non-refundable if the fare is non-refundable
- On an international routing ticket the interlineable taxes are refundable only, e.g. country tax AU, WY, NZ, CE
- When combining a refundable international fare with a non-refundable domestic USA fare on the same ticket, the ticket takes on the rules of the international fare and is refundable
- Q is non-refundable
- YQ fuel surcharge is refundable

Below is a list of the fees charged when refunding tickets:

| Refund Type | Fee | Process |
|---|-------------------|---|
| Refunds submitted through BSPlink when they can be processed in-house | AUD100/ NZD130 | No fee is charge if you process in-house through the GDS as an auto refund |
| DUPE tickets | AUD100/ NZD130 | Submit through BSPlink as a refund application including the DUPE ticket number |
| Fare adjustments | AUD100/ NZD130 | Request through BSPlink. The amount authorised will be in the form of an ACM |
| Commission adjustments | AUD50/ NZD65 | Request through BSPlink. The amount authorised will be in the form of an ACM |
| Name changes | AUD60/ NZD75 | Create new PNR with correct name and issue new ticket. Contact syd.res@aa.com for an authority to refund incorrect ticket, and then process an auto refund. |

Fees will be charged through an ADM, they will NOT be deducted from the refund amount due.

For further information please contact American Airlines Refunds apac.refunds@aa.com