

Appreciable Travel Agents:

Allow us to send you the updated guide of the Refund Department of the Aeromexico Group ["GAM"], which will be very useful quickly and concisely allow you to know the authorization request procedure for refunds, effective January 01st 2018.

The information contained in this publication is informative but not limited and is subject to changes, revisions and updates by the Aeromexico Group.

All requests for refund of tickets corresponding to Aeromexico ("AM") issued by any travel agency ("AA.VV."), must be requested exclusively through the BSPLink portal.

The response time by the CAAV (Service Center of Travel Agencies) for attention and resolution, both of requests referring to an indirect refund BSPLink and emails, will be of seven (7) business days, counted as of the CAAV receives the information.

It is important that the data and amounts entered by the travel agency to the request for indirect refund through BSPLink, be done correctly and completely to avoid delays and rejections

Refunds only will be authorized in which the fare rule allows it, it is essential to verify the historical fare rules prior to the issuance of the refund request and in case there is a rule exception that allows refund for illness or death, an official document¹ justifies it must be attached to the application (only files in PDF format will be accepted).

Tickets more than (1) year old from the date of issue will not be refunded, all tickets refunds must be requested at least within (7) business days prior to the expiration date.

1. Requests to process through BSP LINK INDIRECT REFUNDS:

- Reissued tickets: The agency will request refund on active ticket.
- Requests for duplicity: Refund of each ticket or duplicate EMD, where the fare is not refundable, to consider a ticket duplicity it has to be the exact copy of each other, that is to say, the date of issue, the destinations, dates of flight, flight schedules, the base fare, the payment method and the amount has to be identical, in the event that any data is different, the fare rules will be review and will proceed according to what they allow. They will be authorized with a penalty of EUR 50.00.

2. Refund request via e-mail, to the address: ameuropeandasiarefunds@aeromexico.com

Tickets that have been modified and / or manipulated by Aeromexico implying own remission by the company, by protection, involuntary reissue.

3. Refund request via e-mail, to the address: amaclaracionesmemos@aeromexico.com

Travel agencies that have a refund authorization from Customer Service after requesting a claim, must attach the supports provided by customer service for refund authorization.

Tickets with incorrect refund requests managed by system or payment methods that do not match the original ones, in case the refund proceeds, administrative charges of EUR 50.00 apply.

¹ For death certificates, only those issued by the government and that have the official format as well as stamps and signatures that protect the legal nature of the certificate will be accepted. For proof of illness, its mandatory that the document be issued on letterheads of the medical institution where the condition was attended, within the same, must be describe the patient's care procedure and must have the stamp of the medical institution, name and physician licensed.

Any case that is not contemplated within this writing will be resolved by the CAAV team following the previously established logic and the laws of the country applicable for that purpose.

Any clarification in this regard, you can contact our toll free 900 995 282 or the commercial area 91 758 25 76.

We appreciate that you extend this procedure to all your team.

Sincerely,

Dirección Comercial Aeroméxico