

Agency Notice

Advance Refund Guidance for Tickets with Travel on or After 1 November

Dear Valued Travel Partners,

As part of Asiana Airlines' merger and discontinuation of operations, our commercial operations in the Latin America region will cease **effective 1 November**.

Accordingly, all GSA agreements in the Latin America region will be fully terminated effective 1 November, and no GSA services will be available thereafter.

To minimize customer inconvenience and potential refund issues following the closure of our local operations, we kindly request your cooperation with the following.

■ Applicable Tickets

Tickets already issued for travel **on or after 1 November**

■ Requested Action

For customers holding tickets for travel on or after 1 November, please proactively advise them to request refunds prior to the termination of the GSA agreement.

■ Refund Penalty Waiver : [6ULHR0GG](#)

■ Important Customer Information

Customers who do not request a refund may still travel **as originally ticketed**, provided that no changes to the itinerary are required.

However, **following the termination of our GSA operations due to the discontinuation of Asiana Airlines' commercial operations in the Latin America region resulting from the dissolution merger, ticket refunds and itinerary changes will no longer be available.**

Please ensure that this information is clearly communicated to all affected customers prior to travel.

We sincerely appreciate your cooperation and continued support during this transition.

Thank you.

Asiana Airlines