

Dear Travel Agencies,

Please kindly find below latest updates regarding COVID-19 applicable rules on Turkish Airlines' tickets:

Rebooking or Rerouting requests:

For the tickets with "S" or "I" indicator all changes, can be applied according in scope of involuntary rules .

For the tickets issued before 20MAR 2020 please refer to circular No. 24-MAR-2020 / 13

For the tickets issued between 21MAR 2020 - 20 MAY 2020, which flights are not cancelled but passenger desires to postpone the flight: First Rerouting and Rebooking which change will be made until december 31, 2021 (travel completion) , fare differences will be charged without applying reissue penalties.

Refund requests:

Two options will be offered for the passengers who have international refundable paid tickets departing from Iran: (There must be an "S" or "I" indicator on ticket)

Passengers will be **offered Non-Refundable EMD/MCO amounting 15% more than the original amount of the refund** the passengers are entitled to. (Amount will be calculated according to exchange rate of the date of EMD issuance) For example: a voucher worth 115 EUR will be issued for a passenger who is entitled to a 100 EUR refund (Agency commission will be deducted)

Passengers will be offered to be credited **1.000 Bonus Miles for every 10 EUR**. For example, 7.400 Bonus Miles will be credited to a passenger who is entitled to a 74 EUR refund.

For the cancelled flights, unused tickets are eligible for refund without penalty. Used tickets will be refunded according to involuntary rules. Processing delay may apply due to current backlog.

All Refund, EMD Voucher and **Bonus Miles process will be done by Turkish Airlines Offices.**

Turkish Airlines**TURKISH AIRLINES**www.turkishairlines.com