



8 November 2024

Vistara Airlines (UK-228) Termination from BSP

Dear Customer,

Following a merger between **TATA SIA AIRLINES LTD dba VISTARA (UK-228)** and Air India (AI-098), Vistara Airlines will be leaving BSP **on 12 November 2024**. As the airline has previously communicated to the market. Vistara Airlines' tickets with travel date after 11 November have all been reissued on AI-098 ticket stock. For more information please visit: www.airindia.com/in/en/vistara-air-india-merger-faqs.html

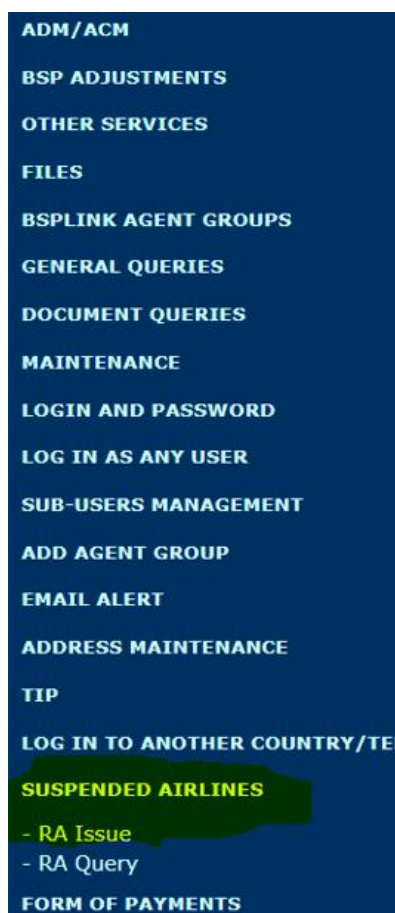
Important Message and Actions for you:

Please be mindful of the following important actions:

1. Any pending sales transactions for the last or current open BSP sales period on 12 November 2024 should be settled to IATA as per the regular BSP calendar.
2. Following the formal BSP termination, you will be able to **exceptionally** submit any outstanding refunds* for UK-228 via BSPlink for up to ninety (90) days, from 13 November 2024 to 15 February 2025.

Note* This refund process will apply only to transactions that originally were issued with form of payment Cash Sales. For Credit Card sales, the airline will share a separate notification on the refund process to be followed by Agents.

Below are the timeline and steps for you to take on Refund Applications (RAs) in BSPlink:



- i. Under the left-hand side menu in BSPlink, you will see a new option, **“SUSPENDED AIRLINES”**, which has two sub-options:
 - **RA Issue:** to issue Refund Applications (RAs) on Vistara Airlines
 - **RA Query:** to see the status of the issued RA on Vistara Airlines.
- ii. This option will only open on **13 November 2024** and will be available until **15 February 2025** for you to issue and for Vistara Airlines to approve refunds.

Please remember to keep records of the issued/approved RAs.
- iii. All RAs approved by Vistara Airlines (UK-228) until 15 February 2025 will be consolidated and settled to Agents via SPCRs.

We will inform you before the SPCRs are issued so you can reconcile the SPCR amount vs the approved RAs.

Please do not use the regular RA section as that is only for active Airlines, which is not the case for Vistara Airlines.

After the termination of the post-withdrawal refund process (e.g. after 15 February 2025), you may contact Vistara Airlines for potential refund requests directly by e-mail at: hussain.bori@airindia.com

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