

## How to claim Compensation

### Ticket refund in case of carrier insolvency

1. The passenger contacts the travel agency where he/she purchased the ticket.
2. The travel agency submits a refund application (RA) according to Hahnair's refund policy via BSPLink to Hahnair; travel agents in ARC markets submit the refund request to [accounting@hahnair.com](mailto:accounting@hahnair.com).
3. Hahnair reviews the RA and upon approval processes the refund via BSP; for ARC markets, refunds will be processed by ACM (Agency Credit Memo) or authorised via the GDS.
4. The travel agency transfers the refunded amount to the passengers.

### Reimbursement for stranded passengers

In case a carrier insolvency occurs when the passenger has already commenced his/her trip and has already used at least one coupon of the HR-169 ticket.

1. The passenger contacts the travel agency where he/she purchased the ticket to arrange the booking of a new flight and/or of other necessary services (e.g. accommodation).
2. The passenger collects all receipts relevant for the compensation (e.g. hotel, meals, taxi, phone bills) and forwards them to the travel agency.
3. The travel agency sends all receipts of all passengers to Hahnair by email to [service@hahnair.com](mailto:service@hahnair.com) or by post.
4. Hahnair reviews the claim and upon approval transfers the compensation to the travel agency in form of an ACM.
5. The travel agency transfers the refunded amount to the passengers. Hahnair issues an ACM to pay a compensation to the travel agency for the extra work.



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