



February 20, 2020

Refund Policy for Tickets Affected by Flight Suspensions/Decrease in Frequency

due to the Novel Coronavirus

Dear Travel Partners,

Thank you for your continued support of Japan Airlines.

Japan Airlines has implemented a dedicated waiver code for the refund of tickets which were affected by flight schedule changes caused by the spread of the Coronavirus.

1. Applicable tickets

- Tickets validated on JL and issued in USA (including Hawaii), Canada, Mexico, & Brazil.
- Suspended JL operated flights or the decrease in frequency of JL operated flights on the following routes:

Mainland China, Hong Kong, Taiwan, Korea

- Impacted travel dates: February 1, 2020 to March 29, 2020

2. Refund policy information

- Travel partners may refund ticket(s) through GDS or ARC/BSPLink
- Tickets will be refunded to the original form of payment (FOP).
- Cancellation Penalty Fee is waived.

CANCELLED

Refund in GDS ARC/IAR - Refund Exchange Notice (REN) and/or BSPLink - Refund Application (RA) Request must reflect:
<p>Agencies in USA, including Hawaii, processing through ARC: Please type the following waiver code in the Waiver Code column in the IAR Refund screen: WI9039</p> <p>Agencies in Canada, Mexico, & Brazil processing through BSPLink: Please type the following waiver code in the "Reason for Refund" column in the Refund Application: WI9039</p>

Refer to your respective GDS helpdesk for details & accuracy. Inputting information in the right box and/or location is important in order to avoid ADM.

For changes to your reservation, please contact Japan Airlines.