

## Advisory PK Market - Auto Refund Updates - May 09

### Participating Carriers for Auto Refund:

Eight (08) BSP carriers are participating in auto refund process i.e.

**AA, BA, EK, EY, KL, WY, QR and LX.**

### Non-Participating Carriers for Auto Refund:

Fifteen BSP carriers are Non-Participating in auto refund process i.e.

**AF, AZ, CA, CX, BG, ET, HR, GF, KU, MH, SV, SQ, TK, TG and UL.**

**Note:** For Participating carriers, users should follow the **Auto Refund** procedure to change the ETR status of e-ticket and refund amount.

For Non Participating carriers, users should **contact carrier** to change the ETR status of e-ticket and proceed the refund through BSP Link as per previous practice.

**IMPORTANT: All agents are advised to follow the Auto-Refund guidelines conveyed to you during training session, for any other procedure used for Auto Refund Galileo will not be responsible for any future discrepancies.**

### For Details Call Local Help Desk

**Karachi** : 021 5656003-4, **Lahore** : 042 6302608-9, **Islamabad**: 051 2263914-2855831, **Multan**: 061 4574101-4786155, **Faisalabad**: 041 2632774-4786155, **Peshawar**: 091 5270151-5270647, **Sialkot**: 052 4598675-4596305, **Kharian**: 053 7533163-7530485