

Dated: 11 Mar 2020

## Reissue Fee Waiver Program.

Dear Travel Partner,

Kindly be informed of Reissue Fee Waiver guidelines as given below.

1. **Applicable route:** All KE international FLT (All Regions)
2. **Applicable ticket:** (Both Direct/indirect)
  - a. Ticketing date : 10 March 2020 ~ 31 March 2020
  - b. Travel period : 10 March 2020 ~ 25 February 2021
  - c. Issued on : KE 180 STOCK (Revenue ticket Only)
  - d. Eligible Flight : KE MKT/KE OPS, KE MKT/OAL OPS (Long Haul KE MKT )  
(Example) Based on Marketing Carrier
    - ㊸ ICN - (KE) - LAX - (AA) - SAN : Eligible
    - ㊹ DFW - (AA) - ICN - (KE) - SGN : **Not Eligible**
3. Travel/Reissue date : until 28 February 2021(based on the First Departure date of the Int'l segment)

### ❖ Handling Guideline

1. 1st Reissue penalty is waived if all of the above conditions are met (including Non changeable ticket)
  - a. Except the Reissue penalty rule, all other rules apply according to the ORGN ticket's FARE RULE (Fare difference/Refund penalty, Revalidation, etc.)
2. Enter the auth code and reissue manually at the time of reissue for any total/partial unused tickets (ATC unavailable)
4. Unable to reissue with penalty waiver via KE website.
  - a. Website TKT purchase : Contact Service center
  - b. Purchased through Travel agency : Reissue through the TA

4. **AUTH CODE:** ORCTFRWIHw (direct/indirect)

KE Team

For any further assistance contact us @

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