

CIRCULAR FROM COUNTRY MANAGER INDOCHINA

To : MH APPOINTED AGENTS
From : Country Manager Thailand & IndoChina
Date : 09 NOV 2020
Ref : MY/RSM/2020/011/001

Dear Trade and Business Partners,

RE : ADM FEE REVISION

We are pleased to inform you the revision of **ADM Fee** which will take effect 01st December 2020.

Below are the details of the revision.

1. CIP VIOLATIONS

Agency that violate the 45% mileage requirement when using MH ticket plate (regardless of class/RBD)

1. For cases occurred on/before 30th November 20
Charges will be 20% of the ticketed fare instead of YIF fares

2. For cases occurred on/after 01st December 20
Charges will be **USD 500** regardless of the fare amount

2. TICKETING ERRORS

For any ticketing error, MAB will charge **USD15** per segment excluding ADM fees. Additional ADM Fees charges to be added separately.

Examples of ticketing errors:

- Refund in incorrect FOP
- Fail to void or cancel ticket on time
- Refund on over collection (refund/reissue)
- Wrong pax type (original adult, reissue to child)
- Error in ticket reissuance

Note : The ADMs charged for Violation of Ticketing and Reservation are subject to VAT treatment based on VietNam Tax Law .

We have full confidence in you as our valuable partner and hope you will give us full support in handling this matter efficiently and promptly.

Should you have further information or any enquiry, please feel free to contact us at any time.

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Yours sincerely,



Mr. Anusorn Thongchusaeng

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