

PROCEDURE FOR RENDERING WRITTEN STATEMENTS

MEMO FOR PASSENGERS

ATTENTION! During payment, you should indicate the purpose of payment (“Written statement from LLC “NORD WIND” airline for [your surname and initials]”) and the email address – the latter is **MANDATORY** for individuals.

NO WRITTEN STATEMENT WILL BE PROVIDED WITHOUT THIS INFORMATION!

LLC “NORD WIND” airline, at the passenger's request, will provide the following information in written form:

1. Actual accomplishment / non-accomplishment of air transportation of the passenger on flights of LLC “NORD WIND” airline.
2. The cost of purchased air transportation on flights of LLC “NORD WIND” airline along the entire route.

The cost of transportation on charter flights must be clarified at the tour operator or in sales offices. Therefore, if you select this item, you will have to provide information (written statement) about the cost of air travel from a tour operator (or other legal entity from whom the ticket was purchased).

3. The distance along the route of the flight of LLC “NORD WIND” airline.
4. The fact and reason for the delay of flight departure / the fact of changing the time of flight departure and cancellation of the flight by LLC “NORD WIND” airline.
5. Percentage of the cost of a flight across the territory of the Russian Federation, in accordance with the Resolution No. 455 of the Government of the Russian Federation, dd. 12.06.2008 (as amended on 16.10.2014), “On the procedure for compensation of payment expenses for the fare and baggage transportation to the place of vacation and back for persons working in federal state bodies, state extra-budgetary funds of the Russian Federation, federal state institutions located in the areas of Far North and equivalent areas, as well as members of their families.”

If you select this item, you will have to provide information (written statement) about the cost of air travel from a tour operator (or other legal entity from whom the ticket was purchased).

Starting March 31, 2015, a fee of 700 rubles will be charged for issuing a written statement on request of the above information. The fee is charged for each adult passenger individually. A minor passenger is recorded to one of the parents. If the written statement is requested only for one child, then payment is made per standard procedure (700 rubles). No fee is charged for issuing a written statement fact and reason for the delay of flight departure / the fact of changing the time of flight departure and cancellation of the flight by LLC “NORD WIND” airline.

ATTENTION!

LLC “NORD WIND” airline does not provide the following information:

1. Confirmation of the passenger / cost of transportation made by another airline.
2. The cost of a non-accomplished passenger transportation / transportation between the points not indicated on the purchased ticket.
3. The details of the reasons for the flight delay.
4. Personal data in relation to third parties.
5. The upcoming flights of the airline.

A passenger may request documents (written statements) only to confirm his/her own travels on flights of LLC “NORD WIND” airline. Requests for information regarding third-party travels are not processed!

Parents can request a written statement confirming the travels of their minor children, if they enclose copies of documents confirming the kinship.

Requests of organizations to provide information about their employees are not processed in order to comply with Federal Law No. 152 "On Personal Data" dd. July 27, 2006.

The requests are sent to LLC "NORD WIND" airline in writing according to the attached form, indicating the necessary data on the flight and the passenger.

The written statement will be sent to you at the email address indicated in the request, within 20 business days from the date of receipt of the full set of documents. During periods of a seasonal increase in passenger air travel and the number of requests for written statements (January – March, August – October), the period for providing a written statement can be extended.

The index must be specified in the line "Copy / answer to be sent to me..."

If the written statement must be sent to the organization, you must specify its name.

Request submission procedure:

1. Fill in a standard application form;
2. Pay the fee by bank transfer (cost of the written statement in the amount of 700 rubles);
3. Send the completed form and a copy of the fee payment receipt to the email address: spravka@blscustos.com

Bank details for payment:

BLS CUSTOS GROUP, LLC

Legal Address: 125319, Moscow, Chernyakhovsky st., 16

Actual Address: 125319, Moscow, Chernyakhovsky st., 16

Fax: +7 (499) 152 19 84

TIN 7714874783 KPP 771401001

Account No.: 40702810143600003188

in Credit Europe Bank JSC, Moscow

Correspondent account: 30101810900000000767

at the Operations Department of the Moscow Main Territorial Department of the Bank of Russia

BIC 044525767

OGRN 1127746431350

General Director: Evgeny Pospelov

Chief Accountant: Julia Obryvina