

## PROCEDURE FOR RENDERING WRITTEN STATEMENTS. MEMO FOR PASSENGERS.

LLC "Aircompany "Ikar", at the personal application of a passenger, renders written statements regarding transportation **performed only by LLC "Aircompany "Ikar"**:

1. on actual accomplishment / non-accomplishment of an air travel by the passenger (passenger's presence on a flight);
2. on the cost of transportation along the entire route (**a written statement can be issued only if the passenger provides a written statement on the cost of air travel from the tour operator or other legal entity from whom the ticket was purchased**) ;
3. on the distance along the route of flight (great-circle);
4. on the fact of delay / change of departure time / cancellation of the flight;
5. on the percentage of the flight cost across the territory of the Russian Federation (**a written statement can be issued only if the passenger provides a written statement on the cost of air travel from the tour operator or other legal entity from whom the ticket was purchased**).

The application must be filled on the given form with **PRINT LETTERS (according to the sample, all fields must be filled in)**. We recommend attaching the filled application in Excel format.

**A statement which is filled in NON-PRINT LETTERS, illegible, of poor quality, not allowing the text to be recognized, will not be accepted. LLC "Aircompany "Ikar" is not responsible for the mistakes made in the name of the passenger and other data, in case the filled application is illegible.**

### **The procedure for obtaining a written statement:**

1. Fill in all fields of the application form (according to the sample);
2. Pay by bank transfer a cost of written statement in the amount of 1000 rubles without VAT, according to the bank details given below;
3. Send a filled application, a copy of the payment receipt, a copy of a written statement on the cost of air travel from the tour operator or other legal entity from whom the ticket was purchased (if a written statement according to cl. 2, 5, mentioned above is required), a copy of the documents confirming kinship with a minor child, to the following e-mail address: [spravka@blscustos.com](mailto:spravka@blscustos.com).

### **Cost of a written statement.**

1. A written statement on the information relating to one passenger – 1000 rubles without VAT.
2. A minor passenger can be specified in a written statement of one of the parents – free of charge.
3. A separate written statement for a minor passenger – 1000 rubles without VAT.
4. A written statement on the fact of delay / change of departure time / cancellation of the flight – free of charge.

### **ATTENTION!**

LLC "Aircompany "Ikar" **does not provide** the following information:

1. On the presence of a passenger on the flight / on the cost of transportation carried out by another airline;
2. On the cost of a failed passenger flight / on the cost of transportation between points not indicated on the purchased ticket;
3. On the reasons of the delayed flight;
4. On personal data, on the information about the flight of third parties;
5. According to the requests of organizations to provide information about its employees in order to comply with the requirements of the Federal Law № 152 "On Personal Data" from 27.07.2006.
6. On the upcoming flights of the airline.

**The term for preparing and sending the written statement to the passenger is 20 business days from the date of receipt of the full set of documents.**

A written statement will be prepared and sent to the addresses (post and email address) indicated in the application.

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.

**Bank details for payment:**

**Purpose of payment: Written statement from LLC "Aircompany "Ikar" for (your full name); the applicant's email address is MANDATORY for individuals.**

**ATTENTION! A WRITTEN STATEMENT WILL NOT BE PROVIDED WITHOUT INFORMATION ON THE PURPOSE OF PAYMENT!**

BLS CUSTOS GROUP, LLC

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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