

## PASSENGER'S MEMO

Dear passenger!

For better service and your convenience LLC "NORD WIND" hereby informs you about the Airline's procedure of handling claims and communications.

Passengers may address their claims/communications to:

- the postal address: P/O box 564, Moskovskaya str., 18, Khimki, Moscow region, 141402, Russia,
- the email address: [claim@nordwindairlines.ru](mailto:claim@nordwindairlines.ru), with further sending of original documents by post,

### **NOTE! Passengers' claims are not accepted if made by phone or orally.**

**Communication** – a suggestion, notice or complaint without any financial demand, provided in writing or electronically.

#### **A written communication shall contain:**

- Name of the carrier to whom the communication is forwarded;
- Circumstances giving rise to the communication;
- Surname, name and patronym, postal address and/or email address, phone number as well as signature and date.

**Claim** – a written claim addressed to the airline with a demand to compensate losses, rectify violations of obligations under the air transportation agreement.

The document stipulates the pre-trial dispute resolution.

A claim comprises a financial demand.

*A written claim shall contain:*

- Legal name of the airline;
- Surname, name and patronym, postal address and/or email address (if any), phone number of the claimant;
- Circumstances giving rise to the claim, nature of the claim;
- Claimant's demands, including the amount and calculation of the indemnity;
- A reference to an appropriate law or term of the agreement;
- Date and personal signature;
- A list of documents attached to the claim.

If necessary, copies of the documents verifying the right to make a claim (art. 125 of the Air Code of the Russian Federation) shall be attached to the claim as well as documents confirming the facts stated in the claim.

According to Art. 127.1 of the Air Code of the Russian Federation, the term for the consideration of a claim shall not exceed 30 calendar days.

Please note, that if your claim relates to baggage, its validity period is limited by art. 126 and 127 of the Russian Air Code.

***NOTE!*** *Communications/claims with no surname, name and patronym or return address shall be deemed as anonymous and are not subject to handling. If a communication/claim contains any foul or offending language, threats to the airline's employees, members of their families or property of the airline, it is not subject to handling.*

*An electronic claim of illegible quality comprising a financial demand shall not be considered until receipt of the original written claim with confirming documents attached.*

*Successful claims, send electronically, shall not be paid until receipt of the original written claim and certified copies thereof.*

Upon receipt of a claim the airline has the right to forward the answer thereto in the same form as the claim received.

Best regards,

LLC "NORD WIND" Director General

I.V. Shvetsov