

MEMO TO PASSENGER

Dear passenger!

In order to improve the quality of services and for the convenience of passengers, LLC "Aircompany "Ikar" would like to inform you about the procedure for handling claims and appeals provided by the aircompany.

Claims / appeals from passengers can be submitted to the aircompany via:

- postal address: **Karagandinskaya str., house 58/1, bldg. 4, 3rd floor, office 9, Orenburg, Orenburg region, 460036, Russian Federation**

- aircompany's website, Help Center section: <https://help.pegasfly.com/>

ATTENTION! *Passengers' claims by phone and verbally are neither accepted nor considered.*

Appeal - a proposal, application or complaint sent in writing or in the form of an electronic document without a request of a financial kind.

Written appeal must consist of:

- the name of the carrier to which the appeal is presented;
- circumstances being the reason for the appeal;
- last name, first name and patronymic, postal address and / or e-mail address, phone number, as well as signature and date.

The electronic application form is available on the aircompany's website.

Claim is a written or electronic request addressed to the aircompany for losses compensation, elimination of violations of the fulfillment of obligations under the air carriage agreement. The document provides for the settlement of a legal dispute at the pre-trial stage and includes financial requirements.

Written claim must contain:

- official aircompany name;
- last name, first name and patronymic, postal address and e-mail address (if any), as well as the applicant's phone number;
- the circumstances that are the basis for filing a claim, the content of the claim;
- requirements of the applicant indicating the amount of the claim payment and its calculation;
- reference to the relevant law and the terms of the contract;
- date of the document and personal signature;
- list of documents attached to the claim.

If necessary, the claim must be accompanied by copies of documents confirming the right to file a claim (Article 125 of the Air Code of the Russian Federation), as well as documents confirming the facts referred to by the applicant in his claim.

Please note that when making claims for baggage, the period for filing claims against the carrier is limited by Art. 126 and Art. 127 of the Air Code of the Russian Federation.

Claims in the form of an electronic document

Should be submitted through the official website of the aircompany via the Help Center section:
<https://help.pegasfly.com/>

ATTENTION! Appeals / claims not having information of the last name, first name and patronymic, the address for sending a response, are deemed anonymous and are not subject to consideration. If the appeal / claim contains obscene or offensive language, threats to life and health and property of the aircompany, its employees and their family members, the appeal / claim is not subject to consideration and a response to such appeals / claims is not sent to the applicant.

The aircompany reserves the right to request originals of documents to pay for the considered and allowed claims.

The aircompany is entitled to respond to the passenger's claim in the same form in which the claim was received.

Best regards,

General Director of LLC "Aircompany "Ikar" _____ P. Solovyev