



We would like to inform you that in order to improve efficiency in processing passengers in case of schedule changes or malfunctioning situations, PJSC "Aeroflot" has introduced a system for the automated selection of alternative options for rerouting passengers with a subsequent reissue of tickets. Re-issue is carried out by means of revalidation or ticket re-issue. The standard procedure for placing a reservation in queue to an agent, in case a schedule change, and notifying a passenger through contacts specified in the PNR has not changed.

If a passenger does not consent to the switch and wants to make an involuntary refund or exchange to another flight, the agent must:

1. Send request to check whether the booking contains a remark on the passenger's consent to the changes made to e-mail address salesupport@aeroflot.ru .

1.1. **In case of no such remark**, the following remark will be added to the PNR, for example:
OSI 1A INVOL REACC TO SU2402 ISO SU2400 NOT AGREED WITH PAX

If the ticket is reissued, the status of the original ticket will be changed from EXCH to OK. After that, the agent should reissue the ticket to another flight in accordance with the rules of involuntary reissue, or issue an involuntary refund if the case falls under the conditions of involuntary refund.

1.2. **In case of remark present**, a remark about the passenger's consent will be added to the booking, for example:

OSI 1A INVOL REACC TO SU2402 ISO SU2400 AGREED WITH PAX

In this case, subsequent changes must be made in accordance with the rules of the applicable fare or requested by the passenger individually by contacting the airline's call center. Involuntary refunds can only be requested through claims.

2. Request additional services (AE) for new flights (if necessary).

If the service is purchased by a passenger directly from an airline, the agent should direct the passenger to the PJSC "Aeroflot" call center by phone: +7(495)223-5555 (Moscow), 8 (800) 444-5555 (free within Russia) to reissue the service for a new flight.

3. Make a Special Services Request (SSR) on a new flight (if necessary).

Please consider this information in your work!