

GUIDANCE TO REFUND CLAIMANTS

Dear Sir / Ma'am,

A corporate insolvency resolution process for Jet Airways (India) Limited ("**Company**") has been initiated via Hon'ble NCLT order ("**Order**") dated 20th June 2019 wherein Mr. Ashish Chhawchharia was appointed as the interim resolution professional ("**IRP**"). In terms of the said Order and regulation 6 of the Insolvency and Bankruptcy Board of India (Insolvency Resolution process for Corporate Persons) Regulations, 2016 ("**CIRP Regulations**"), the IRP has also made a public announcement dated 24th June, 2019 inviting creditors to submit their claims outstanding as on the insolvency commencement date (i.e. 20th June, 2019)

The nature and legal validity of your refund claim depends on several factors such as:

- the terms of the contract you have with the travel agents (including *International Air Transport Association ('IATA')* registered travel agents) or any online portal or aggregator (as the case may be);
- the contract with IATA that relevant travel agents may have entered into;
- or the contract that has been entered into by travel agents and IATA with Jet Airways (India) Limited ("**Company**") (as the case may be);
- the stage at which any breach has been alleged and the relevant parties to the alleged breach;
- whether the ticket was booked via cash or credit card directly from the website of Jet Airways or through Jet Airways ticket counter.

Given the peculiarities of the various arrangements, it is not feasible for the IRP to issue any definitive instructions which may apply across the board to all claimants. However for the sake of convenience we are attempting to provide some informal guidance.

Scenario 1: *Tickets booked through travel agent or online travel aggregator (e.g. make my trip, yatra.com etc.)*

Response: You are requested to claim your refund from your travel agent or travel aggregator as applicable.

PS: Kindly note that it is possible that the travel agent or online travel aggregator may independently be filing a proof of claim in relation to the refunds being claimed. We request the aggrieved passengers and the relevant travel agent or online travel aggregator to liaise with each other to ensure that two different proofs are not filed in respect of the same claim.

Scenario 2: Tickets booked directly from the website of Jet Airways or Jet Airways ticket counter.

Response: You may submit your refund claim in form B by accessing the link set out below.

PS: Kindly note that it is possible that the relevant credit card company may independently be filing a proof of claim in relation to the refunds being claimed. We request the aggrieved passengers and relevant credit card company to liaise with each other to ensure that two different proofs are not filed in respect of the same claim.

In this regard, we urge you to consult your legal counsel to conduct an independent review of the underlying agreements and arrangements to determine the nature of your claim. At this stage, it is vital that you specifically reserve and in any event, do not lose your right to make a claim against other entities (such as travel agents, providers of payment wallets, credit card companies etc.).

Once you have determined that your claim is against the Company, you are requested to file your claim via a hard copy or electronically by accessing the following link -<https://jetairways.wcgt.in>. For the sake of convenience, we recommend that you submit the claim electronically. Please note that adequate documents evidencing the nature and amount of the claim must be submitted to enable the IRP to verify the claims in a timely manner. Please also provide a detailed working for your claim and an explanation for each part of your claim. If any or all of your claim was disputed, please provide full details. Please note that all claims must be calculated as on 20 JUNE 2019 and should not relate to any period after that.

If you have submitted the claim electronically, no hard copy of the form is required. However, please note that supporting documents to substantiate your claim are required to be uploaded as attachments while filing your claim electronically.

Kind Regards,



Ashish Chhawchharia

(IBBI/IPA-001/IP-P00294/2017-18/10538)

Interim Resolution Professional for
Jet Airways (India) Limited

Correspondence Address:

Jet Airways (India) Limited,
Siroya Centre, Sahar Airport Road,
Andheri (East), Mumbai – 400099
E: RP.Jetairways@in.gt.com

Registered with IBBI:

Grant Thornton 10C Hungerford Street, Kolkata – 700017
E: ashish.chhawchharia@in.gt.com