

Singapore Airlines (SQ) **Agency Debit Memo (ADM) Policy**

Applicable BSP Country: Italy

Effective Date: 01 November 2015

In accordance to IATA Resolution 850m, Singapore Airlines Limited (SQ) hereby furnishes its Agency Debit Memo (ADM) policy to be applied in Italy.

This ADM policy supersedes previous communications published and is valid from 01 November 2015 until further notice.

1. Scope

- 1.1 SQ will raise ADMs to collect amounts or make adjustments to agent transactions in respect of the issuance and use of SQ traffic documents issued by or at the request of the Agent.
- 1.2 It is SQ ticket issuance policy to mandate the use of Electronic Tickets (ETs).

2. Key Points

- 2.1 ADMs will be raised through BSP-Link within nine (9) months of final travel date of the related Traffic Document. Where the final travel cannot be established for any reason, the expiry date of the document shall be used. SQ will provide specific detail as to why the ADM is raised and will include as far as possible the document number, date of issue and passenger name as supporting details on the ADM.
- 2.2 SQ provides a minimum notice period in compliance with BSP guidelines for agents to review the ADMs. SQ will send ADMs via BSP-Link with no financial consequences during the latency period as set by IATA-BSP.
- 2.3 Disputes can only be done via BSP-Link. An Agent shall have a maximum of 30 days in which to review and dispute an ADM prior to its submission to BSP for processing. It is SQ's intention to handle disputed ADMs in a timely manner. Valid and clear justification must be provided, including contact person & details for efficient handling by SQ. Upon receipt of dispute, SQ will revert within 60 days stating acceptance or denial of the dispute with a clear explanation.
- 2.4 Any ADM relates to a specific transaction only, and may not be used to group unrelated transactions together, however, more than one charge can be included on one ADM if the reason for the charge is the same, and a detailed supporting list is provided with the ADM.
- 2.5 More than one ADM in relation to the same ticket may be issued for different unrelated adjustments.

3. SQ's Practice

In general, SQ will raise ADMs to the respective agents whenever one or more of the following is detected:

- 3.1 Under or incorrect collection of fare, ticket/EMD amount, taxes, surcharges, fees and/or other applicable charges stated as part of the ticket conditions or specifically informed by SQ to the Agent from time to time.
- 3.2 Over or incorrect application of prevailing commission, discounts and/or amount allowed to agent.
- 3.3 Violations of ticket conditions. Where an ADM is raised for non-compliance with fare rules, the principle is to raise the fare to the next higher applicable fare level which satisfy all fare conditions of the utilized traffic document, including the relevant violated rule(s).
- 3.4 Unauthorized or incorrect refunds e.g. refund on non-refundable fare etc.
- 3.5 Abuse of Carrier Identification Plate (CIP) selection rules.
- 3.6 Non-compliance to any other published or communicated requirements with regards to usage of SQ traffic documents.