

COVID-19 Refund Guidelines

AG FOP

23 MAR 2020

Dear Travel Partners,

Please be advised that accounts may now process AG FOP refund through the website (MFDO). See below guidelines.

A. Refund through WEB

1. Go to www.cebupacificair.com
2. Click "Manage Booking"
3. Supply the booking details.

The screenshot shows the Cebu Pacific website interface. At the top, there are navigation links for 'Check-In', 'Manage Booking' (highlighted with a red box), and 'Flight Status'. A user is logged in as 'Hi Guest! SIGN IN'. The main heading is 'Manage Booking Portal' with a subtext: 'Access your flight information, where permitted, update your itinerary, purchase add-ons, and more up to four (4) hours before your flight!'. Below this, there are two panels. The left panel is for 'Use your GetGo account' with fields for 'Email' and 'Password', and a 'Log in' button. The right panel is for 'Use your booking details' with fields for 'Booking Reference Number' (containing 'JLEJWR') and 'Surname (of any guest)' (containing 'john'). A 'Continue' button is highlighted with a red box at the bottom right of this panel.

4. Passenger has the option to Rebook or reroute the flight, Convert to Travel Fund and REFUND TICKET.

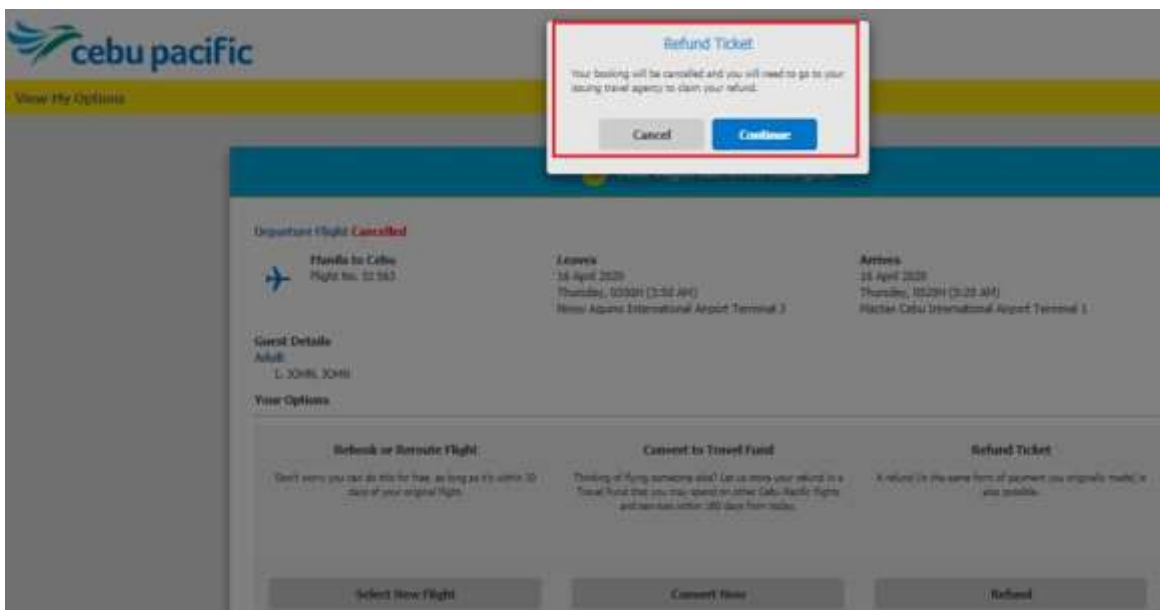
The screenshot shows a notification page for a flight change. A blue banner at the top reads 'Your flight has been changed.' Below this, the flight details are shown: 'Departure Flight Cancelled' for 'Manila to Cebu' (Flight No. 5J 563) on '16 April 2020'. The 'Leaves' and 'Arrives' information is also provided. Under 'Guest Details', one adult passenger 'JOHN, JOHN' is listed. The 'Your Options' section offers three choices: 'Rebook or Reroute Flight', 'Convert to Travel Fund', and 'Refund Ticket'. The 'Refund' button is highlighted with a red box.

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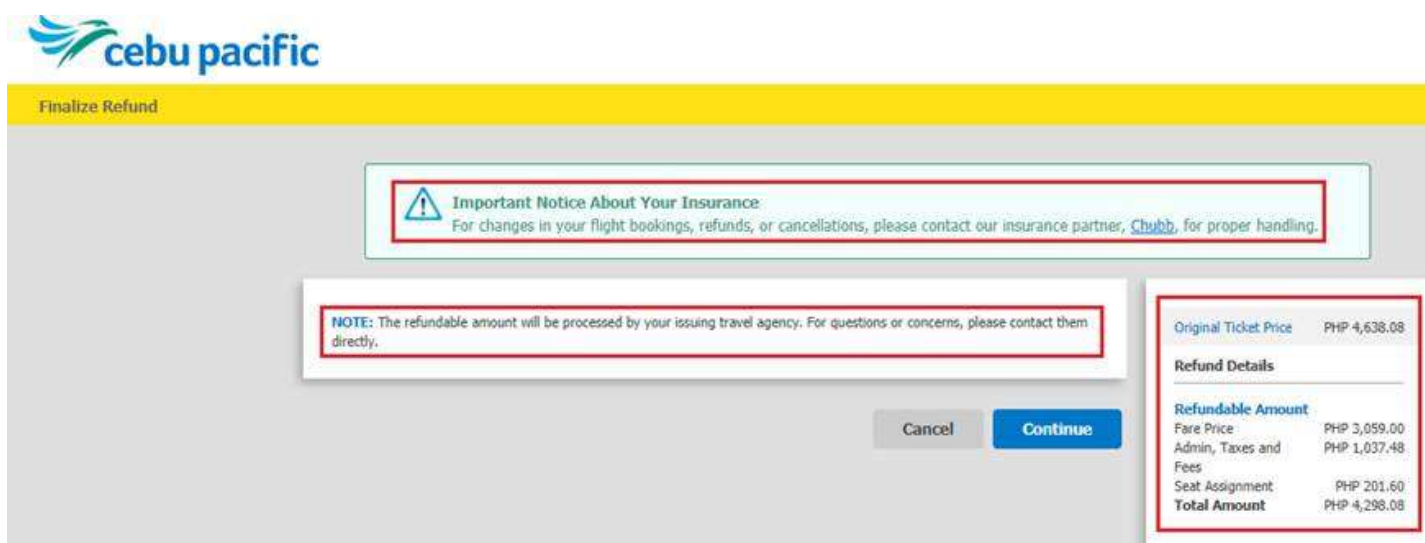
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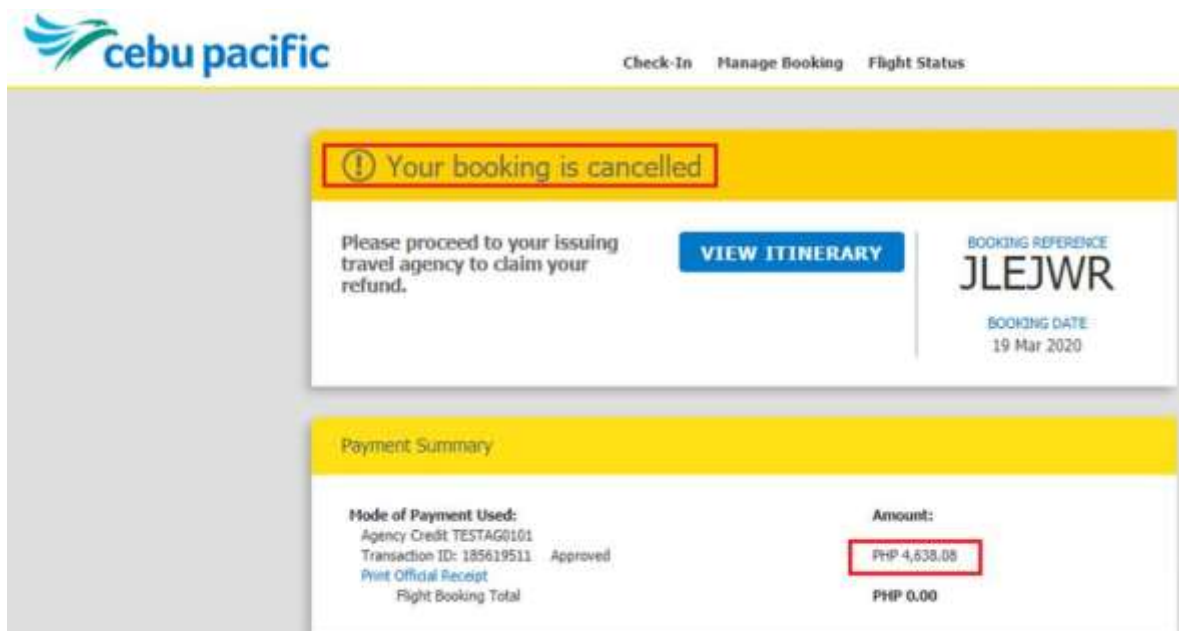
- Once pax selected refund, Prompt message “Your booking will be cancelled and you need to go to your issuing travel agency to claim your refund.



- Once pax clicked continue, another reminder will be displayed as well as the computation of refund. Note: PH tax and Travelsure will not be included on the computation of the refund if there’s any.



- After clicking continue, the booking will be cancelled and the PNR will be automatically queued for refund.



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Refundable amount will be processed by Revenue Accounting and will be credited to the Partner Account's Direct Account;

- Partner Accounts must provide the following documents;
 - a. Bank Details Form – Under Partner Account's Official Bank Account
 - b. Owner or Operations Manager 2 Valid ID's (1 Gov't & 1 Company or Passport) – Scanned Copy
- Accomplished form must be submitted to their respective Account Executive. Email Subject: "AG REFUND PROCESSED THRU WEB"
- Account Executive to consolidate & forward to Revenue Accounting.

For your guidance and Information.

Thank you.