



CHINA AIRLINES Ticket Stock: 297 IATA Code: CI ADM POLICY: Singapore

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

This ADM policy supersedes previous communications published and is valid til further notice.

Description

China Airlines will raise ADM's to collect amounts or make adjustments to agent transactions in respect of the issuance and use of China Airlines traffic documents issued by the agent.

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

- Under or incorrect collection of fare, taxes, surcharges, fees and/or other applicable charges stated as part of the ticket conditions or specifically informed by CI to the Agent from time to time.
- Over or incorrect application of prevailing commission, discounts and/or amount allowed to agent.
- 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).
- Unauthorised or incorrect refunds e.g. refund on non-refundable fare etc.
- Non-compliance to any other published or communicated requirements with regards to usage of CI traffic documents.
- 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. CI 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.
- CI provides a minimum notice period in compliance with BSP guidelines for agents to review the ADMs.
- Disputes can only be done via BSP-Link. It is CI's intention to handle disputed ADMs in a timely manner. However valid and clear justification must be provided, including contact person & details for efficient handling by CI. Upon receipt of dispute, CI will revert within 60 days stating acceptance or denial of the dispute with a clear explanation. CI will not accept disputes on ADMs billed after 60 days from the date of the ADM issue.
- More than one ADM in relation to the same ticket may be issued for different unrelated adjustments.

ADM settlement:

- The settlement of an ADM will be done through BSP if the ADM is issued within 9 months after the last travel date. ADM's referring to refunds made by Agents shall be processed through BSP within 9 months after the refund has been made by the Agent. After this date, payment will be settled between the Agency and the Airline directly.
- The time frame for ADM settlement may differ if subject ADM involves 3rd Party such as interline, GDS etc. This would depend on carriers' judgement which may exceed 9 months after the last travel date.