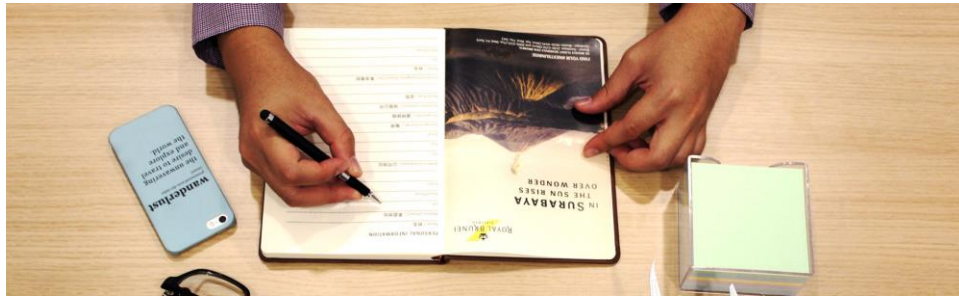




## REFUND PROCEDURE

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Dear Valued Trade Partners,

Kindly be informed Royal Brunei Airlines does not authorize refund via GDS.

All refund will fall under RAA (BSP Link) therefore failure to comply, agent will receive an ADM of MYR500 as a penalty.

Please cascade this information to your team and drop an email at [kulrba@rba.com.bn](mailto:kulrba@rba.com.bn) or contact 03-2070 7166 if you have any question.

Thank you.

Warm regards,  
Royal Brunei Airlines Team, Kuala Lumpur