
Re: Refund for Itinerary MYIEXL [InteractionID: c2abc9b3-643e-4438-a183-274932bd1ae0] Saturday, August 16, 2014 12:37 AM

From: "onlinebooking_refunds@philippineairlines.com" <onlinebooking_refunds@philippineairlines.com>

To: "Rod Larson" <rodlarson100@yahoo.com>

Dear Mr. Larson,

We received your email regarding the refund request for ticket **0792160616900**.

Please note that we have already initiated the refund process as per your request. Your refund application **EIA1404477** will be forwarded to our REFUNDS DIVISION where upon receipt, proper evaluation and processing will be made. Kindly be advised that a refund fee of USD100.00 will be applied as stated on the specific fare rules and conditions you agreed to when you purchased your ticket online.

The refund process shall take approximately thirty (30) working days. Once refund has been approved, please note that your credit card company may need additional time to post the amount back to the credit card used for the payment online.

In case you may want to inquire on your refund application, please contact our REFUNDS DIVISION after thirty (30) working days through email or phone:

- Refunds_intl@pal.com.ph for international tickets;
- Telephone number: (632) 556-2809 local 5645 to 5647 from Mondays to Fridays, 9 AM – 12 NN and 1 PM – 5 PM.

Respectfully yours,

Lorraine
Philippine Airlines

----- Original Message -----

From: Rod Larson

To: onlinebooking_refunds@philippineairlines.com

Sent: Fri, 15 Aug 2014 08:46:09 -0700

Subject: Refund for Itinerary MYIEXL [InteractionID: 6d77aab7-4de1-43ba-b628-ac2333b3c236]

> Dear Sirs:

>

> I would like to know the status of the refund for the Itinerary MYIEXL. You can see the details in attached file.

> I have confirmed with the PAL call center that this itinerary is cancelled. I hope this means that the process for refund is underway.

>

> Thank you for your co-operation in this matter.

>

> Rodney Larson

>

>