

Air Astana Air Passenger Complaint Resolution Procedure and Claim Form

1. Legal Basis: Article 61 of the aviation business act and article 64 of the enforcement rules of the aviation business act
2. Eligible parties for redress
 - Non-performance of carriage or delay
 - Loss or damage of checked baggage
 - Overbooking
 - Delay in refund of canceled tickets
 - Denied boarding due to failure to provide boarding gate, flight, or related information
 - Expiration of frequent flyer miles without prior notice
 - Failure to credit frequent flyer miles caused by airline error
 - Boarding difficulties caused by the failure to provide accessibility facilities under article 2(7) of the act on promotion of the transportation convenience of mobility disadvantaged persons

* However, a claim for redress may not be submitted in cases of force majeure such as weather conditions, aircraft connections, unforeseen maintenance required for safe operations, or natural disasters occurring during airport operation

3. Establish and operation of the compensation claim office
Compensation claim and inquiry office

- Phone inquiry Line: 82-2-724-8855
- E-mail : icn.reservations@airastana.com
- Internet: <https://help.airastana.com/hc/en-gb/requests/new>
- Post Mail: 16F, Gwanghwamun G Square, 12, Sejong-daero 22-gil, Jung-gu, Seoul, 04520, Republic of Korea

Processing deadline: Within 14 days from the date of receipt of the application for damage relief.

(Provided, however, that in cases requiring special procedures such as translation for the purpose of the damage relief investigation, the period may be extended up to 60 days from the date of receipt)

Processing result notification: Either by telephone or by email, at the applicant's choice

In the event that the airline is unable to process the application, or upon the express request of the customer, the application shall be referred to the Korea Consumer Agency for further handling in accordance with the Framework Act on Consumers.

Passenger Restitution Request Form

Receipt Number		Receipt Date		Name	
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Passenger	Name				
	Address			E-mail	
	Phone Number				
	Reservation Code				

Flight Number/Date		Itinerary		Seat Number	
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Type of claim

☐ Flight Cancellation or Delay

☐ Denied Boarding

☐ Lost or damage of checked baggage

☐ Not boarded by not supplying the relevant information about flight, gate etc.

☐ Refund delay of cancelled ticket

☐ Expired Points without prior notice

☐ Missing Points Credit due to airline's mistake

☐ Boarding inconvenience due to the lack of facilities

Method of reply ☒ E-mail ☐ Mobilel

Comments

*In accordance with the Law, I/We hereby file a complaint / claim for deliberate act of negligence as stated above.

20(YY)(MM)(DD) Claimant _____ Signature _____

*In accordance with the Law, I/We confirm receiving of your complaint / claim as stated below.

o Receipt Number: _____ o Receipt Date: 20 _____ (YY)(MM)(DD)

o Recipient Name _____ Signature _____