**PROCEDURE FOR PROVIDING REFERENCE**

**REMINDER FOR PASSENGERS**

**PROCEDURE FOR PROVIDING REFERENCES.  
MEMO FOR PASSENGERS.**

The airline "Armenian Airlines" LLC issues references upon the personal request of the passenger regarding the transportation carried out exclusively by "Armenian Airlines" LLC in the following cases:

1. On the fact of the passenger's flight/no-show (presence of the passenger on the flight);
2. On the cost of airtransportation along the entire route (a reference can be issued only if the passenger provides a reference of the cost of the flight from the tour operator or other legal entity from which the air ticket was purchased)
3. About flight route distance (orthodromic distance);
4. About flight delays/changes in departure time/cancellations;
5. About percentage of the cost of the flight within the Russian Federation (a reference can only be issued on the condition that if the passenger provides a reference of the cost of the flight from the tour operator or another legal entity from which the airline ticket was purchased).

The application must be completed in BLOCK LETTERS (according to the sample, with all fields filled). We recommend attaching the filled-out application in Excel format.

An application filled out in non-block letters, illegible handwriting, or low-quality text that cannot be recognized will not be processed. "Armenian Airlines" LLC is not responsible for errors in the passenger’s name or other details if the application is filled out illegibly.

**Procedure for obtaining a references:**

1. Complete all fields of the application form (according to the sample);
2. Pay by bank transfer the fee for the reference of 1100 rubles excluding VAT to the bank details provided below;
3. Send the filled-out application, a copy of the payment receipt, a copy of the reference of the cost of the flight from the tour operator/other legal entity from which the ticket was purchased (if required for references under items 2 and 5 listed above), a copy of documents confirming the relationship with a minor child, to the email address: spravka@blscustos.com.

**Reference fee:**

1. Reference for one passenger – 1100 rubles excluding VAT.
2. A minor passenger can be listed in the reference of one of the parents – free of charge.
3. Separate reference for a minor passenger – 1100 rubles excluding VAT.
4. Reference for flight delay/change of departure time/cancellation – no fee is charged.

**ATTENTION!** "Armenian Airlines" LLC does not provide references:

1. About presence of a passenger on a flight/cost of transportation performed by another airline;
2. About cost of a missed flight/passenger transportation between points not listed in the purchased ticket;
3. About reasons for flight delays;
4. About personal data, information about the flight of third parties;
5. About upcoming flights of the airline.

**Processing time:** The references will be prepared and sent to the passenger within 20 working days from the receipt of the complete set of documents.

The references will be sent to the addresses (postal and email) specified in the application.

Please note that the processing of personal data and the preparation of the references will be carried out by "BLS Custos Group" LLC.

During high seasons (January-March, August-October), when there is an increase in air passenger traffic and requests for references, the preparation time for references may be extended.

**Payment details:** Payment description: "Reference from LLC 'Armenian Airlines' for [Full Name] and email address of the applicant - REQUIRED for individuals."

**ATTENTION!** REFERENCE WILL NOT BE PROVIDED WITHOUT PAYMENT DESCRIPTION!

LLC "BLS Custos Group"  
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KPP: 771401001  
Bank account number: 40702810143600003188 at AO "Credit Europe Bank", Moscow  
Corresponding account: 30101810900000000767 at the Moscow Branch of the Bank of Russia  
BIC: 044525767  
OGRN: 1127746431350  
General Director: Evgeny Sergeevich Pospelov  
Chief Accountant: Yulia Yuryevna Obryvina