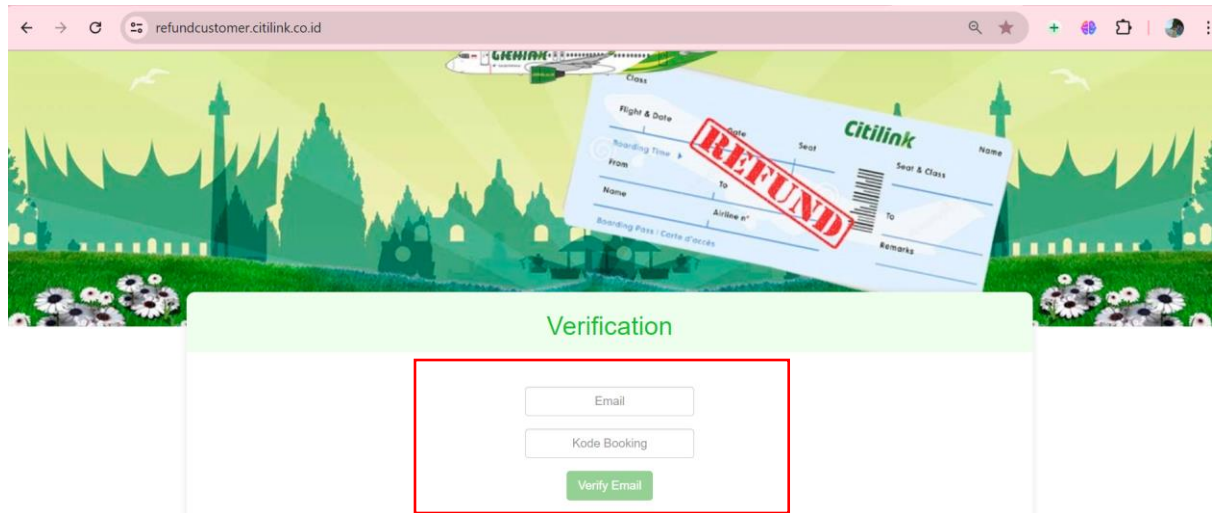


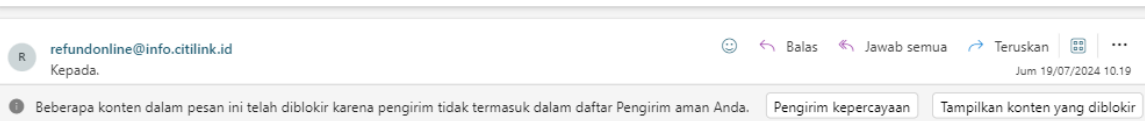
Here are the guidelines for filling out the refund form through the website :

1. Visit the following link <https://refundcustomer.citilink.co.id/>
2. Fill in the e-mail address which was registered at the time of reservation and the booking code to be refunded, then select “verify email”.



3. The OTP code is automatically sent to the e-mail address which was registered at the time of reservation.

Your OTP Code



Dear Bapak/ Ibu,

Kode OTP adalah : **BW299P**
Mohon menjaga kerahasiaan kode OTP, termasuk kepada pihak Citilink.

Terima kasih telah terbang bersama Citilink

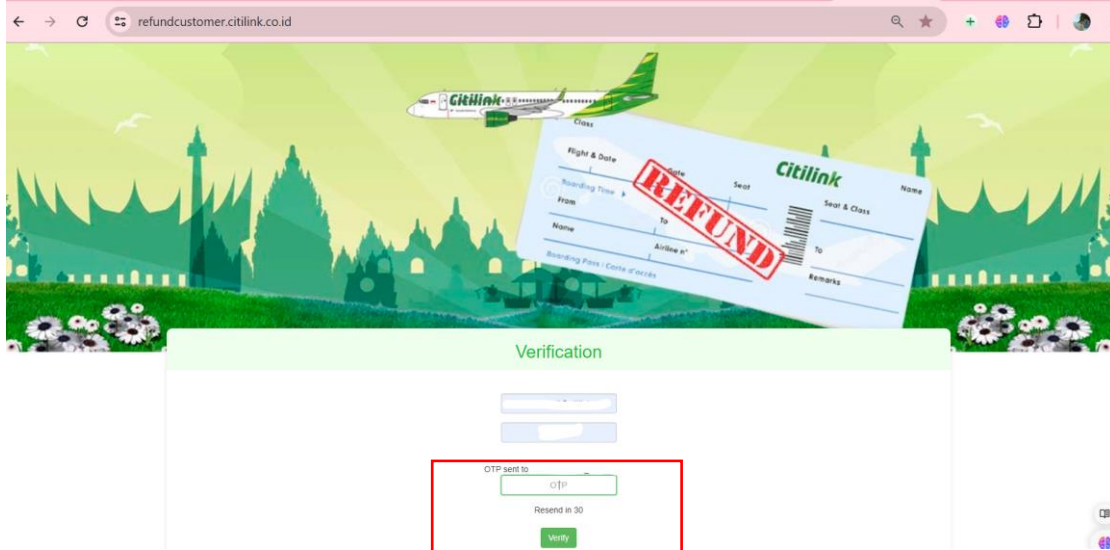
Dear Mr / Mrs,

The OTP code is : **BW299P**
Please keep your OTP code confidentiality, including to Citilink.

Thank you for flying with Citilink.

 Citilink

4. Fill in the OTP code received via email then select "Verify"



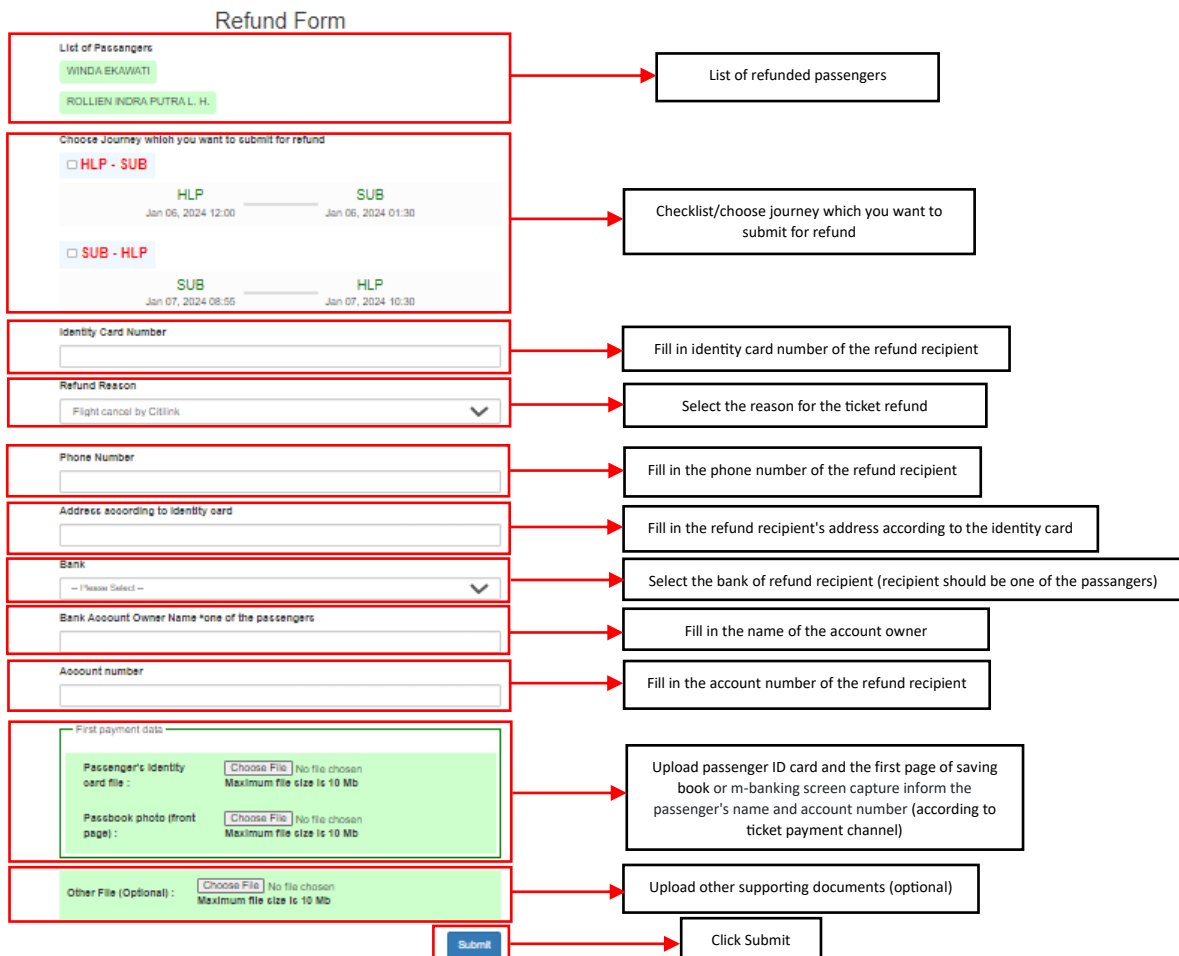
5. Fill out the refund form and upload the documents correctly.

Refund submission applies to all passengers in 1 (one) booking code.

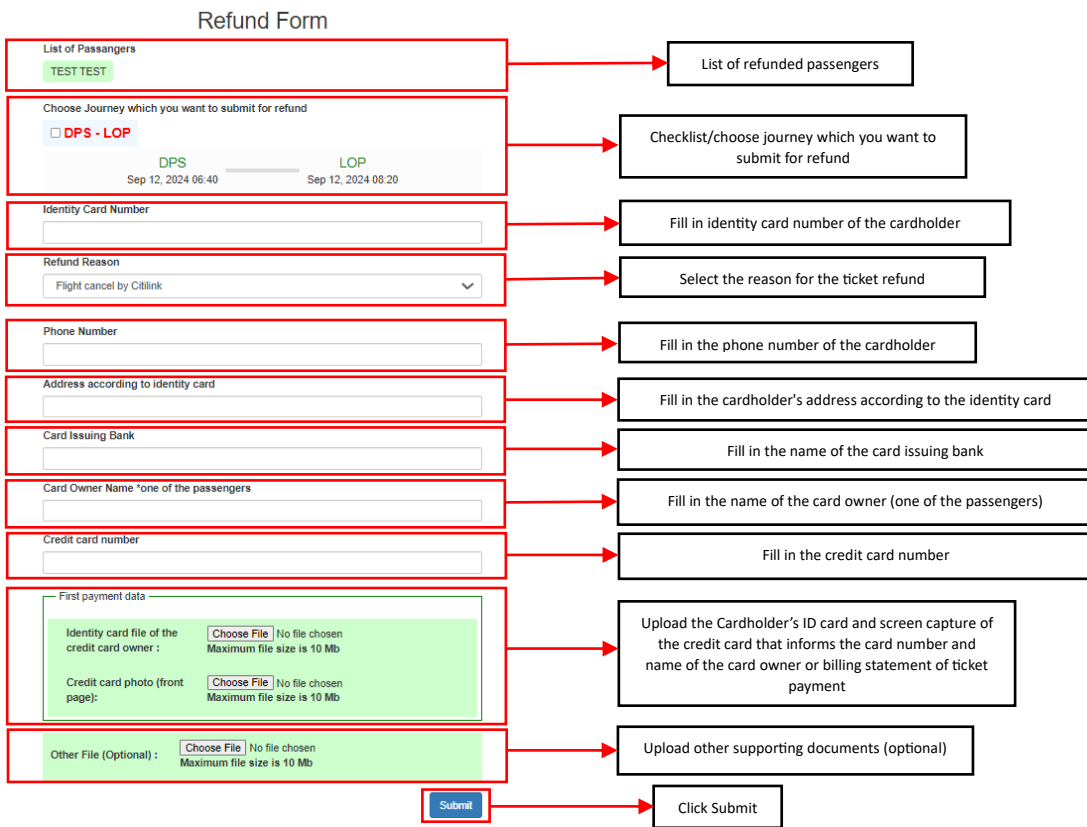
If there are several names in one booking code and only one name is submitted for refund, Citilinkers can contact:

- 24-hour Contact Center 0804 1 080808 and International Contact Center +6221 5088 6390.
- Live Chat on Citilink's website, mobile Apps and WhatsApp +62811 1011 0808
- Email customercare@citilink.co.id

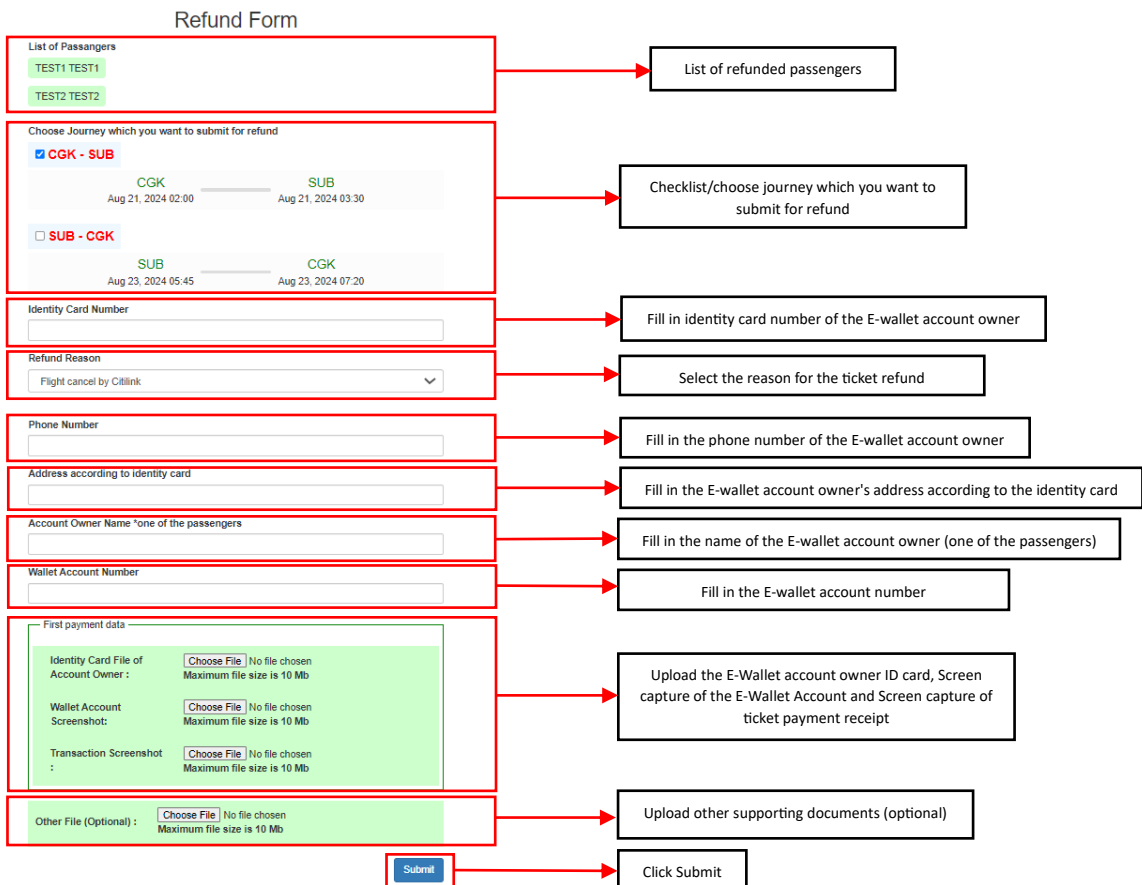
➤ **Transfer Refund Form (ticket payment channel with cash /debit card/OVO) :**



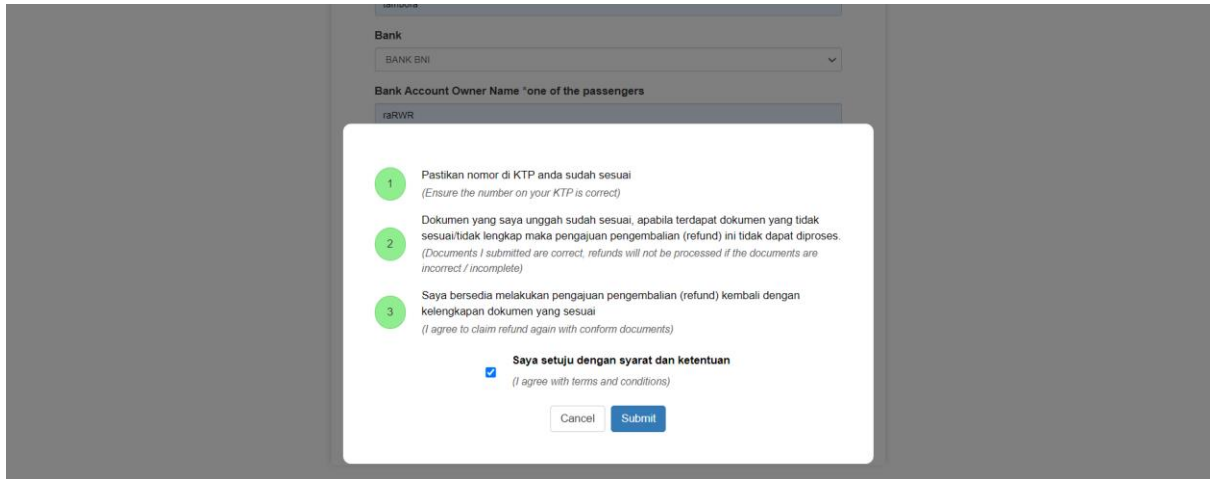
➤ **Credit Card Refund Form (ticket payment channel with credit card) :**



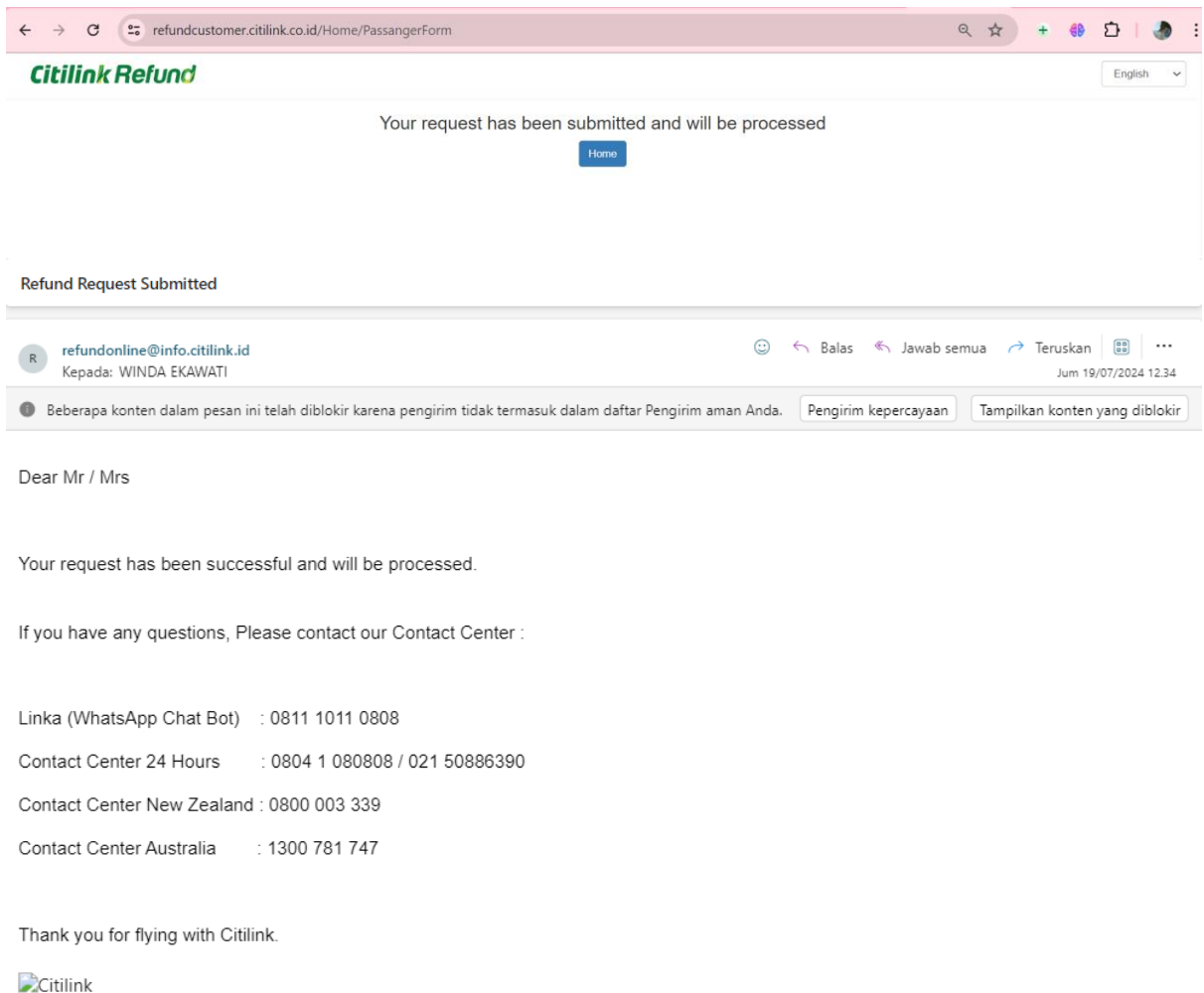
➤ **E-Wallet Refund Form (ticket payment channel with E-Wallet) :**



6. Checklist “I agree to the terms and conditions” then select “submit”.



7. Refund application is successful, Citilinkers will receive an email notification that the refund application has been received.



8. If the refund application has not been successful, here are some things Citilinkers can do:
 - Re-check the refund form and make sure Citilinkers have filled in all the information correctly.
 - Make sure Citilinkers have uploaded all the correct documents and do not exceed the maximum file limit (10MB).
 - Check your device connectivity, make sure you have a stable internet connection.
 - Resubmit for a ticket refund via <https://refundcustomer.citilink.co.id/>