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

- 1. Visit the following link <u>https://refundcustomer.citilink.co.id/</u>
- 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



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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 codeconfidentiality, including to Citilink.

Thank you for flying withCitilink.

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) :

Refund Form	
List of Passangers TEST TEST	List of refunded passengers
Choose Journey which you want to submit for refund	
DPS - LOP DPS LOP Sep 12, 2024 06:40 Sep 12, 2024 08:20	Checklist/choose journey which you want to submit for refund
Identity Card Number	Fill in identity card number of the cardholder
Refund Reason Flight cancel by Citilink	Select the reason for the ticket refund
Phone Number	Fill in the phone number of the cardholder
Address according to identity card	Fill in the cardholder's address according to the identity card
Card Issuing Bank	Fill in the name of the card issuing bank
Card Owner Name 'one of the passengers	Fill in the name of the card owner (one of the passengers)
Credit card number	Fill in the credit card number
First payment data Identify card file of the credit card owner : Maximum file size is 10 Mb Credit card photo (front page): Maximum file size is 10 Mb Credit card photo (front page): Maximum file size is 10 Mb	Upload the Cardholder's ID card and screen capture of the credit card that informs the card number and name of the card owner or billing statement of ticket payment
Other File (Optional) : Maximum file size is 10 Mb	Click Submit

> 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.

← → C 😂 refundcustomer.citilink.co.id/Home/PassangerForm	6	२ 🖈 + 🌐 🖸 । 🧶 :	
Citilink Refund		English 🗸	
Your request has been submitted and will be processed			
Refund Request Submitted			
R refundonline@info.citilink.id ©	ら Balas の Jawab ser	nua → Teruskan 📳 … Jum 19/07/2024 12.34	
Beberapa konten dalam pesan ini telah diblokir karena pengirim tidak termasuk dalam daftar Pengirim aman Anda.	Pengirim kepercayaan	Tampilkan konten yang diblokir	
Dear Mr / Mrs			
Tour request has been succession and will be processed.			
If you have any questions, Please contact our Contact Center :			
Linka (WhatsApp Chat Bot) : 0811 1011 0808			
Contact Center 24 Hours : 0804 1 080808 / 021 50886390			
Contact Center New Zealand : 0800 003 339			
Contact Center Australia : 1300 781 747			
Thank you for flying with Citilink.			
Citilink			

- 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/