



JET AIRWAYS (IATA Code 9W)

8th July 2019

Advice to Consumers

Further to our advice dated 17th April with interim advice on Jet Airways we would confirm that the position of the airline has not changed as they continue to be listed on the Indian stock exchange albeit flights remain suspended. Refunds have been made to passengers however it's apparent there are financial difficulties and the airline has now been placed in a form of administration for a period of 270 days at which time the Indian authorities will confirm their insolvency if a buyer of the business is not found.

These are unusual circumstances and therefore considering the prolonged administration International Passenger Protection have taken the decision to process claims for Insured(s) where they can demonstrate either a refusal for a refund of their ticket or prolonged delay to their refund request.

Passengers with International Passenger Protection Scheduled Airline Failure Insurance (SAFI) or End Supplier Failure Insurance (ESFI)

Insured(s) should firstly apply for a refund either through their Travel Agent or direct with Jet Airways if they booked. If you bought your flights as part of a package then the travel agent or tour operator with whom you booked the arrangements will be responsible to refund or replace your flight.

If an Insured has received a rejection for a refund then please send that with your claim for consideration, if however an Insured has been attempting to get a refund for some time without success simply forward your refund request(s) with your claim for consideration.

If you have a Travel Insurance Policy that includes either SAFI or ESFI through International Passenger Protection Limited (IPP) then please use the following contact details below if you still wish to make a claim, you can also make a claim online;

Please note in the first instance you will be expected to refer to your Bank or Credit Card provider. If you are unsuccessful then please obtain refusal confirmation as part of your claim.

UK resident Insureds

IPP Consumer Claims at Cunningham Lindsey
Oakleigh House
14-15 Park Place
Cardiff CF10 3DQ. United Kingdom

Telephone: +44 (0)345 266 1872
Email: insolvency-claims@ipplondon.co.uk
Website: www.ipplondon.co.uk/claims.asp

European resident Insureds

IPP Claims at inTrust
Postbus 23212
3001 KE Rotterdam
The Netherlands

Tel: +31 10 31 20 666
Email: IPPClaims@intrust-nl.com
Website: www.ipplondon.co.uk/claims.asp