



To: All BSP Agents

Date: 3<sup>rd</sup> of January 2017

Subject: Communication from South African Airways

Dear Agent,

Please find below communication from South African Airways.

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Best regards,

Operations & Service Centre Europe



South African Airways  
Direktion Kontinentaleuropa

Darmstädter Landstr. 125  
60598 Frankfurt

Fax: 069/299803-55  
[www.flysaa.com](http://www.flysaa.com) / [www.flysaatrade.eu](http://www.flysaatrade.eu)

Re.: SAA New ADM and Administration Fees as from 01. January 2017

Dear Travel Partners,

As from 01. January 2017 South African Airways will increase the following administrative fees:

#### **ADM FEE**

For every issued ADM we will charge EUR 20,00 / CHF 22,00 (foreign currencies will be converted accordingly).

#### **ADMINISTRATION FEE FOR REFUNDS**

Every refund which is handled and processed from SAA will be at a charge of EUR 60,00 / CHF 65,00 (foreign currencies to be converted on day of refund).

Exception:

Tickets which are rewritten by SAA or other carriers and cannot be refunded by the agent directly via BSP.

**South African Airways**  
**Darmstädter Landstr. 125**  
**60598 Frankfurt / Main**  
**Fax: + 49 69 299 803 - 55**

IATA Disclaimer

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#### **Directors**

DC Myeni\* (Chairperson), MGT Ramano\* (Deputy Chairperson), MM Zwane (Acting Chief Executive Officer), P Nhantsi (Interim Chief Financial Officer), SS Buthelezi\*, HP Maluleka\*, M Malunga\*, MS Mbatha\*, TN Mgoduso\*, N Moola\*, AH Moosa\*, JG Sepamla\*, BS Tshabalala\*, MP Tshisevhe\*.

\*Non-Executive Director

Company Secretary – Sandile Dlamini

South African Airways SOC Ltd      Reg. No. 1997/022444/30  
Bankverbindung: Citibank AG, BLZ 502 10 900, Kto.-Nr. 211 461 012, IBAN: DE71502109000211461012, BIC: CITIDEFF

A STAR ALLIANCE MEMBER 