



COM-21-096

Monday, May 24th, 2021

Refund Status Request Form

In the interest of improving response times and information exchange, the **Refund Status Request Form** has been implemented.

In case a customer wishes to submit a query or complaint regarding a previous refund request, he/she should go to **copa.com** in the **Customer Service** section and select the **Complaint Resolution option**.

In this **Refund Status Request Form** you can manage:

- Double Chargebacks
- Lower value refunds
- Refund not credited
- Refund not received
- Other claims/requests

This form replaces the email **reembolso@copaair.com**.

FREQUENT QUESTIONS

1. **Where should I direct the customer who wants to submit a claim, complaint or refund request?** A. You can access **copa.com** in the **Customer Service** section, select the **Complaint Resolution** option and enter the **Refund Status Request Form**.
2. **How does the client know if the case was received?** A. The system sends an automatic response message confirming receipt of the communication. The message includes the case number that can be used to follow up if no response is received within the established time frame.