

# Finnair Easy News

Update: Refund handling time is back ...

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### Agency news

Update: Average handling time for refund applications is now approximately 7 days. Some requests may take longer, for example, when another airline is contacted. We apologise for the inconvenience caused to you and your customers by the prolonged handling times. We appreciate your patience.

We are extremely sorry that our BSP refund handling is currently congested. We understand that refunds are a crucial concern for you and your customers, and we work hard to get back to normal handling times. The number of handlers has been increased to support processing the pending applications the soonest.

Due to the high volume of disruptions caused by the past months' industrial actions, our refund handling is congested. Now the handling time is on average 3-5 months; some refunds may take longer.

We sincerely apologise for this delay and appreciate your patience as we work through the backlog. We kindly ask you not to send separate email queries.

For your convenience, practical information on processing involuntary refunds via NDC and Edifact can be found in our [instructions for involuntary change and refund guide](#). If you encounter any technical difficulties, please reach out to your system provider for assistance.



Contact us

Online help

FAQ

