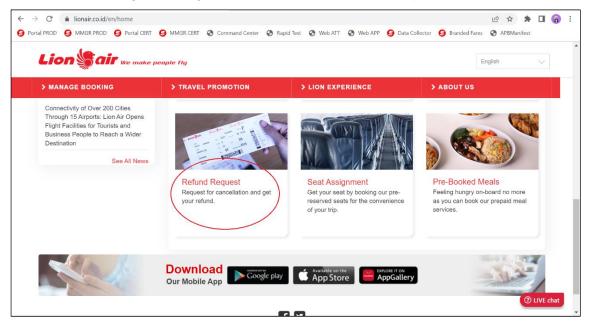


- 1. Your refund request can be submitted through our official website at the link below: <u>https://www.lionair.co.id/en/home</u> following the applicable terms and conditions.
- 2. Choose the "Manage Booking" menu and choose "Refund Request".



- 3. Please input your Booking Code (PNR), customer name, flight number, and date of travel, then click the 'Retrieve' button to continue the process.
 - Tips: Only tickets purchased at Airline Representative Office (Town Office or Airport) and our official Website or mobile apps can be submitted through the website. If you purchased the ticket from Travel Agent, you can directly request it to the related travel agent.

Lion Sair we ma	ake people fly		English 🗸		
Manage Bookings	Refund Request				
> Web Check-in	You can cancel your booking and re	quest for refund by filling the necessary d	etails in form below		
> Retrieve Booking	You may use this form if your Lion Air Group tio and ticketing offices.	ket was purchased directly from Lion Air website, mob	elle application or our call centers		
> Prepaid Baggage	WARNING:				
> Rapid Test & RT-PCR	 Refund will be processed for all coup 	a travel agent or another airline, please contact the ons that have not been used. Inge according to the applicable condition.	em directly for assistance.		
> Travel Insurance	 Tickets are valid for refund up to 3 (th 	ree) months after the Date of Travel (DOT).			
> Change Flight	For foreign bank account (outside Indonesia), p 1. Transfer will be using (CURR) USD/SGE	/MYR into your account.			
> Make Payment	 Currency conversion will be based on ba 3. Bank's admin fee will be charged to the 				
> Refund Request	Booking Reference (PNR)			1	
 Seat Assignment 	OBPDJW				
> Pre-Booked Meals	First Name	Last Name			
	INDRA	PANGESTU			
	Flight Number	Flight Date			
	JT / IW / ID / IU 921	25 April 2023			



4. Your reservation successfully retrieved, please choose the "Refund" menu to submit the refund request.

> C 🗎 uat.liona	ir.co.id/LionAirMMB2/Myl								QL	2 ☆	-
		Lion	Sair		Country/Language	- Please Sele	a. 🗸				
	Your booking details	are as follows. Please verify the	same and continue to ma	nage your booking.							
	O Bookir	ng Reference (PNR)									
	OBPDJW	 08P0W									
	Passe	nger name(s)									
	Name		FF Number	Ticket Number	Meal	Preference	Speci	al Request			
	1. MR IN	DRA PANGESTU	NA	9902153856286	NA		NA				
	🚯 ltinera	ry details									
		ry details									
	Flight	Departing	Arriving		Details	Class	Meals	Status			
	JT921 737-900ER	Denpasar (Bali) (DPS) 14:55 Tue, 25 Apr Terminal 1	Surabaya (Si 14:55 Tue, 2		0 stops 1h 0m Aircraft: 739	Economy	N/A	Confirmed			
	# JT990 737-900ER	Surabaya (SUB) 09:10 Sat, 29 Apr Terminal 1	Denpasar (B 11:05 Sat, 2	ali) (DPS) 9 Apr	0 stops Oh 55m Aircraft: 739	Economy	N/A	Confirmed			
	S Fare D	etails									
	Base Fare					ID	R	895,000			
	Total Taxes					ID	R	468,680			
	TOTAL TICKET					ID	R	1,363,680			
	TOTAL AMOUNT					ID	R	1,363,680			
	Please Note:										
	The itinerary details a	bove will display only unutilised seg	ments in your booking. If the I	tatus of your booking is eith	er checked-in, used or re	funded, the same will	not be displayed	here.			
	60	Back	Change Flight		Add Ons			Refund			

5. Choose the passenger that wants to refund, then click the 'Continue' button.

C auat.lionair.co.id/LionAirMMB2/Refur	idStep1.aspx						Q	₿☆	4
	Lion 🐓	air	Country/Language	- Please Select -	~				
Your booking details	are as follows. Please verify the sam	e and continue to online to issue you	ur e-ticket.						
Booking	ng Reference (PNR)								
OBPDJW									
Passe	nger name(s)								
Name	Lion Passpo	ort No./Batik Miles No.	Ticket Number Sp	ecial Meal Request	Spec	ial Request			
1. MR INDR	A PANGESTU NA		9902153856286 N4	4	NA				
🚯 Itinera	ry details								
Flight	Departing	Arriving	Details	Class	Meals				
# 17921 737-900ER	Denpasar (Bali) (DPS) 14:55 Tue, 25 Apr Terminal 1	Surabaya (SUB) 14:55 Tue, 25 Apr	0 stops 1h 0m Aircraft: 739	Economy	N/A	Confirmed			
17990 737-900ER	Surabaya (SUB) 09:10 Sat, 29 Apr Terminal 1	Denpasar (Bali) (DPS) 11:05 Sat, 29 Apr	0 stops Oh 55m Aircraft: 739	Economy	N/A	Confirmed			
				_					
	Back					Continue			
_doPostBack('ctl00\$ContentPlaceHolder1\$lbContinue','')						<u> </u>			



6. Attached is a detailed estimate of your ticket refund, please click 'Continue' if agreed.

← → C	AirMMB2/Refund	Step2.aspx							6	2 6 \$	•	:
	Booking	Reference (PNR)										*
	OBPDJW											
	Passeng	ger name(s)										
	Name	Lion	Passport No	o,/Batik Miles No.	Ticket Number	Special Meal Reques	st	Special Request				
	1. MR INDRA	PANGESTU NA			9902153856286	NA		NA				
	Hinerary	details										
	Flight	Departing		Arriving	Details	Class	Meals					
	# JT921 737-900ER	Denpasar (Bali) (DPS) 14:55 Tue, 25 Apr Terminal 1		Surabaya (SUB) 14:55 Tue, 25 Apr	0 stops 1h 0m Aircraft: 739	Economy	N/A	Confirmed				
	90 JT990 737-900ER	Surabaya (SUB) 09:10 Sat, 29 Apr Terminal 1		Denpasar (Bali) (DPS) 11:05 Sat, 29 Apr	0 stops 0h 55m Aircraft: 739	Economy	N/A	Confirmed				
	Refund	Details										
	Total Fare Paid Less Cancellation Cha Total Amount Refund		: IDR : IDR : IDR	1,363,680 223,750 1,139,930								
javascript:doPostBack['ctl00\$ContentPlaceHolder	Go B	ack						Continue				Ŧ

7. Please fill out the refund form.

11	on 🕼 a	ir					
-/-				Count	ry/Language	- Please Select - 🗸	
Refund Request							
You can cancet your booking and req You may use this form if your Lion Ai WARNING: If your ticket was purchas For foreign bank account (outside ins	r Group ticket was p ed through a travel a	urchased directly fr igent or another al	rom Lion Air w r <mark>line, please</mark> o	vebsite, mobile			
Transfer will be using (CURR) USD/S/ Currency conversion will be based or Bank's admin fee will be charged to t	s bank's rate		amount				
Booking Reference (PNR) OBPD/W							
PASSENGER 1							
First Name		Last Name				Ticket Number	
INDRA Prepaid Baggage EMD Number (if	exists)	PANGESTU				9902153856286	
Total Fare Paid Less Total Used Amount		IDR 1363680	18				
Less Cancellation Charges Refundable Anciltaries Total Amount Refunded		(IDR 223750 IDR 0 IDR 1139930					
Refund Reason							1
TESTING SUBMIT REFUND WEBSIT	re						
Country Code			Area Code		Phone Nurr		
Indonesia (+62)		~	000		0854452	234432	
Email Address							
Refund Option Bank Account		Credit Card					
Credit Card Number (Last 4 Digit)		Credit Card Na					
Identity / Passport Number				Under al Islam	tity / Passport		
327100442266771264					File Tullpsjpg		
- Landard and a state of the state							
Upload Power of Attorney (required i Choose File No file chosen	r account owner is no	ot one of passenge	(2)		th Document F	Result (required if Reactive or Positive)	



8. Refund request has been done.

← → C ⓐ uat.lionair.co.id/LionAirMM		९ छ ☆	🛛 🕂 :			
	Lion	Ş air	Country/Language	- Piesse Select - 🗸		
	Refund Request					
Р	Email Address Phone Number Reason Of Refund	: indra@gmail.coin : 620000854452234432 . TESTING SUBMIT . REFUND WEBSITE				
C	Refund Request Passeng	ers				
	Booking Reloc	Passenger Name	Ticket Number	Baggage EMD Number		
_	1. OBPDJW	PANGESTU/INDRA	9902153856286			
W	We have received your refund request, you will	receive an email shortly with your refun	d request details.			
				Home		
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		Terms & Conditions Copyright © 2	023 Lion Air. All Rights Reserved			

You will receive an email from Lion Group on your refund request. If the attached data is completed and appropriate, you will get your refund as below:

PAYMENT METHODS	REFUND DURATION							
	Indonesia's Local Bank	Foreign Bank						
Cash	15 (fifteen) working days	60 (sixty) working days						
Convenience Store	15 (fifteen) working days	-						
Payment Code	30 (thirty) working days	60 (sixty) working days						
Credit Card	30 (thirty) working days	60 (sixty) working days						
Debit Card	30 (thirty) working days	-						