



JET AIRWAYS (IATA Code 9W)

17th April 2019

Interim advice to Consumers

Jet Airways have this evening advised that all International & Domestic flights have been 'temporarily suspended' while they await the final bids of interest by State Bank of India (SBI), on behalf of the consortium of Indian Lenders. The bid process will conclude on the 10th May and the final decision to trade will we expect be made.

Here is a copy of Jet Airways statement.

<https://www.jetairways.com/information/press-release-apr17-1.html>

Although flights have been suspended, Jet Airways have also given advice on assistance with delayed and cancelled flights. In the first instance passengers should refer to their travel agent for further advice and help especially if the flight was bought as part of a package, then in that case they should be entitled to a refund or a replacement flight. If a flight was booked directly with Jet Airways they are offering refund assistance.

Details of this statement are as follows: -

<https://www.jetairways.com/information/disruption-assistance.aspx>

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

Due to operations being temporarily suspended, Jet Airways has not permanently stopped operations and therefore continues to trade and as such the current disruption is not something that is covered by your policy. However we are monitoring this position on a daily basis and of course the deadline of the 10th May as above will define this decision going forward. Therefore in the first instance Insured's should follow the advice as above and if unsuccessful please then make a claim under the SAFI or ESFI section of the policy so it can be considered with written evidence of rejection to refund.

As soon as developments change a further update will be issued.

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 Insured's

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 Insured's

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