

# COMMERCIAL NEWS



COM-20-041  
Friday, May 22nd, 2020

## Update on refunds process for BSP agencies (offline)

**Dear travel agencies,**

We inform you that Copa Airlines keeps the **BSPlink** application enabled so that you can continue to manage your requests through it.

All refund requests that apply may be uploaded to **BSPlink**, where we will be processing them.



### Additional information

- Due to the high volume of requests that have been received, the processing time for the refund may take a while to be completed. We regret the delay and appreciate your patience and understanding.
- Travel agencies will not receive cancellation penalties for dates within the coronavirus waiver.

**CopaAirlines** 

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