



Commitment	Measures taken by the airline	State of play of implementation / currently remaining issues
<p><i>September 2021? And what was achieved concretely?</i></p> <p><i>In case of remaining problems: Which measures did the airline take to address those problems and clear the remaining backlog of pending reimbursement requests? What is the expected timeline for full implementation?</i></p>		<p>Also, the online self-service, automated tools within Iberia “Manage My Booking” area for changing a flight date or obtaining a ticket reimbursement (either in voucher or in cash, at the passenger’s choice) relieve in part the workload of Iberia customer centres in this regard.</p>
<p><b>2. Refund passengers within 7 days</b> as required under EU law (at the latest from 1 September 2021 onwards, since there should be no more reimbursement backlog from that date on [see point 1 above])</p> <p><i>Which measure has the airline put in place to allow all passengers to be refunded within 7 days as required under EU law? When was this achieved concretely?</i></p> <p><i>What is the current average time of reimbursement (in case it is above 7 days)? In case of remaining problems: Which measures has the airline put in place to tackle those</i></p>	<p>Measures have been implemented to allow passengers to request for any of their rightful alternatives –including ticket reimbursement- very easily, online and on a self-service basis, as much as possible.</p> <p>In present passengers affected by a disruption may access their private “Manage my booking” area in our website <a href="http://www.iberia.com">www.iberia.com</a> and:</p> <ul style="list-style-type: none"> <li>- Be informed and accept Iberia’s proposal of alternative flight to be carried to final destination as soon as practical; or</li> <li>- Search and select any other suitable alternative flight to their final destination within the next 30 days; or</li> </ul>	<p>All options available via “Manage my booking” are self-service and automated, hence Iberia’s response times have been significantly reduced.</p> <p>Thanks to the new functionalities available at “Manage my booking”, the workload of Iberia contact centers has been reduced, allowing its operators to provide our customers a quicker, better service for the rest of cases/requests they receive.</p> <p>In addition to reaching our call centers, passengers who booked via an agency/intermediary and are not able to obtain ticket</p>

Commitment	Measures taken by the airline	State of play of implementation / currently remaining issues
<p><i>problems and achieve the target of refunding passengers within 7 days and what is the expected timeline for achieving that target?</i></p>	<p>- Cancel their travel plan and request ticket reimbursement, at the passenger's free choice, either i) in a voucher (available for all customers) or ii) in cash via the same means used to book their ticket (available for customers who booked directly with Iberia only).</p> <p>In the cases where passengers who booked via an agency/intermediary are not able to obtain ticket reimbursement from such agency/intermediary, they may reach our contact centers and Iberia shall manage their request directly with the agency/intermediary in question.</p> <p>Also in the rest of cases/to consult other options all passengers may address Iberia contact centers too.</p>	<p>reimbursement from such agency/intermediary will soon be able to make their reimbursement request directly to Iberia via an online webform that will be available at <a href="http://www.iberia.com">www.iberia.com</a> on or before May 31<sup>st</sup>, 2022.</p>
<p><b>3.</b> Provide clear <b>information</b> to consumers about their <b>passenger rights</b> in the event of a flight cancellation by the airline</p>	<p>Iberia has carried out its best endeavours to update the wording in all its channels and touchpoints with its passengers to ensure that they are provided with clear information on what their rights are in case of flight disruption</p>	<p>Not applicable</p>

Commitment	Measures taken by the airline	State of play of implementation / currently remaining issues
<p><i>How does the airline ensure such clear information in its communication to consumers about their cancellation-related passenger rights? (You may wish to detail by channel of communication, e.g. website, emails sent to passengers notifying them about a cancellation, flyers given at the airport, call centre routines, chatbot, ..)</i></p>	<p>in general (not only in case of flight cancellation), including:</p> <ul style="list-style-type: none"> <li>- Disruption notifications sent by email</li> <li>- Information flyers and charts available at the airports</li> <li>- Information displayed in our webpage: passenger's rights, FAQs, ...</li> <li>- Information displayed in our website personal area for passengers "Manage My Booking"</li> <li>- Information displayed and options available in our Whatsapp and Website Ibot channels</li> </ul> <p>In addition, Iberia has reinforced its efforts to encourage travel agencies/intermediaries to obtain consent from passengers to submit their contact email to IBERIA in their booking details, so that Iberia is able to inform the passenger on any eventual flight disruption and the applicable statutory rights and options available.</p>	
<p><b>4. Present</b> the different options the passenger has in the event of a flight cancellation</p>	<p>Improvements made in our information and interface channels, as explained for question no. 3 above, already provide for</p>	<p>Not applicable</p>

Commitment	Measures taken by the airline	State of play of implementation / currently remaining issues
<p>by the airline (<b>rerouting, refund in money</b> and – if offered by the airline – refund in a voucher), <b>with equal prominence</b> on the websites, e-mails and other communication to passengers</p> <p><i>How does the airline ensure that options that a passenger has when their flight is cancelled are presented with equal prominence?</i></p>	<p>equal prominence informing on and offering our passengers the rightful options they are entitled to in case of flight disruption/cancellation</p>	
<p><b>5. Clearly distinguish</b> in the in the communication to passengers <b>flight cancellations by the airline</b> (and the passenger’s ensuing statutory rights) <b>from flight cancellations by the passenger</b> (and possible contractual rights that the passenger may have in those cases under the airline’s terms and conditions of carriage)</p> <p><i>How does the airline ensure that in its communication to passengers</i></p>	<p>The improvements made in our information and interface channels have been reviewed and validated by CPC Network.</p> <p>Basically, information on passenger rights in case of flight cancellation are displayed separately from the rest of issues such as fare conditions or commercial benefits offered by Iberia. This has become especially clear, for example, in how the information is displayed/organised in the dialogues at Iberia Whatsapp and Ibot channels.</p>	<p>Not applicable</p>

Commitment	Measures taken by the airline	State of play of implementation / currently remaining issues
<p><i>there is a clear distinction between flight cancellations by the airline (and the passenger's resulting statutory rights) from cancellations by the passenger (and possible contractual rights that the passenger may have in those cases under the airline's terms and conditions of carriage)?</i></p>		
<p><b>6. Offering reimbursement in money to passengers holding unused vouchers that had been pushed on them</b> (i.e. issued without the passenger having an effective choice to opt for reimbursement in money instead).</p> <p><i><b>NB:</b> The CPC Network considers that vouchers that were issued by Iberia between 1/03/2020 and 04/11/2020 had been pushed on passengers. Iberia's commitment to offering reimbursement in money</i></p>	<p>Iberia does not share CPC Network's view about Iberia having pushed its passengers into requesting or accepting any vouchers, either until November 4th, 2020 –as sustained by CPC Network- or later on.</p> <p>Nevertheless, Iberia understands that this is an important matter not only for CPC Network, but also for those passengers who, for example, might have chosen a voucher as means for a ticket refund back in time on the belief that the effects of the covid19 pandemic over flight and/or country entry restrictions would not endure as long as they have in fact.</p>	<p>N.B.: In present the average time in which reimbursement requests are being processed is twelve (12) days. Although this average time is likely to increase in the next weeks –as the number of emails sent and pending reimbursement requests grow- still IBERIA is determined to abide by its commitment of a maximum period of 90 days to manage every reimbursement request received.</p>

Commitment	Measures taken by the airline	State of play of implementation / currently remaining issues
<p><i>therefore concerns all unused vouchers that were issued by Iberia between 1/03/2020 and 04/11/2020.</i></p> <p><i>How did the airline inform the holders of unused vouchers issued during the specified period?</i></p> <p><i>Has this information campaign been completed and which results had been achieved by the end of 2021?</i></p> <p><i>In case the airline encountered any problems: Which measures has the airline put in place to tackle those problems?</i></p>	<p>For this reason Iberia has launched a campaign addressed to passengers holders of unused vouchers issued due to flight cancellation on or before November 4th, 2020, in the following terms:</p> <ul style="list-style-type: none"> <li>- Every month starting on February 2022, and for all unused vouchers with a validity date ending within such month, an email is sent to the email address to which the voucher was originally sent informing on the following: <ul style="list-style-type: none"> <li>○ The validity of the voucher is about to elapse soon, or has already elapsed.</li> <li>○ The validity has been automatically extended for six additional months so that it can be used in iberia.com for bookings of flights scheduled within 12 months<sup>2</sup>;</li> <li>○ If the customer is not planning to use the voucher within such extended validity period, he/she may request reimbursement of his/her voucher by filling-in an online webform in iberia.com</li> </ul> </li> </ul>	

<sup>2</sup> e.g., if the validity of a voucher elapses on January 20<sup>th</sup>, 2022, it shall be extended until July 20<sup>th</sup>, 2022 to make bookings in iberia.com for flights scheduled –including return flight/s- no later than January 20<sup>th</sup>, 2023.

Commitment	Measures taken by the airline	State of play of implementation / currently remaining issues
	<p>BEFORE the end of the extended validity period;</p> <ul style="list-style-type: none"> <li>- All reimbursement requests shall be managed by Iberia as soon as possible, and by no means later than ninety (90) days from the date of each request.</li> </ul>	
<p><b>7. Inform passengers about the possibility of requesting a refund directly from the airline and any conditions for requesting a direct refund on their websites, for passengers who booked their flights through an intermediary and are experiencing difficulties</b></p> <p><i>How does the airline assist passengers having difficulties obtaining a refund from the intermediary they bought their ticket from? How this is reflected in the relevant communication to passengers? (Please break down by channel of communication, e.g. website, routines for call centre,</i></p>	<p>In present passengers who booked through an agency/intermediary and are having difficulties obtaining a cash reimbursement may contact Iberia customer center and his/her request will be managed directly. Soon these requests may be also submitted via an online webform in our webpage <a href="http://www.iberia.com">www.iberia.com</a></p> <p>In the FAQ section of our webpage information is provided to our customers on how to proceed in case they are not able to obtain reimbursement of their ticket from their intermediary in case of flight disruption.</p> <p>Passengers are also informed in their “Manage My Booking” area that they may</p>	<p>The online reimbursement request webform is expected to be operational as soon as possible but not later than May 31<sup>st</sup>, 2022.</p>

Commitment	Measures taken by the airline	State of play of implementation / currently remaining issues
<i>instructions in self-management tools, chatbot, ...)</i>	reach our contact center to obtain reimbursement in case of flight disruption.	