

LATEST WAIVER CODE UPDATE

Dear Travel Partners

Thank you for your continued support of Japan Airlines.

This notice is to inform you of the **NEW WAIVER CODE** that is required when processing involuntary reissue/refunds at travel agencies in cases of flight irregularities.

Other procedures and rules remain unchanged.

Waiver Code: 24SHJL8Y3

1 . Effective Date:

On/after 1st October 2024

2. Revision of the Waiver Code:

The waiver code will be updated on a periodic basis. We will notify you of any changes.

3 . Irregularity Handling

Please note that this waiver code is applicable for both SKCHG and INVOL phases.

For further details on how to handle irregularities, please refer to the "Irregularity" section on the JAL Agency Web.

' JAL AGENCY WEB' HAS BEEN LAUNCHED

The latest information about our products and services can be checked on 'JAL AGENCY WEB'.

Please go to this website:

' GSO' HAS BEEN LAUNCHED

GSO (JAL Group Sales Optimiser) is available for group bookings. Please click the GSO site

Please contact Group Desk if you request to access GSO.