



1 July 2025

Bamboo Airways QH/926 – BSPlink Refund Application Processing

Dear BSP Participating Agents

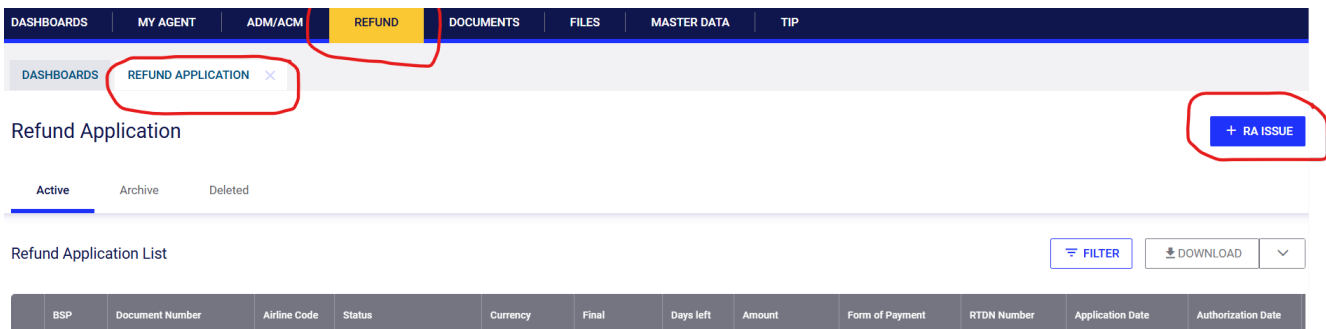
As you are aware Bamboo Airways (QH/926) had been suspended from all IATA Settlement Systems effective **8 November 2023**. IATA has been working with the airline for the full settlement of refundable amounts due to agents so that a post-suspension refund process could be executed.

We are pleased to inform you that Bamboo Airways has settled the last installment of its BSP funds to IATA on 30 June 2025. Based on this we are starting the post-suspension refund process from **21 July 2025**.

This communication serves to allow Agents to prepare the necessary details required to upload Refund Applications (RA) for un-processed ticket refunds.

The process will be as follows:

- **From 21 July 2025**, Agents will be able to submit RAs as per the normal process. Screenshot below
- Agents will have **45 days (till 4 September 2025)** to submit their RAs
- Only tickets issued using **form of payment CASH or EasyPay** will be processed as part of this exercise. For tickets issued **using Credit Card**, please contact the airline directly
- IATA will download from BSPlink all RAs submitted by Agents and provide the details to Bamboo Airways in an Excel file
- Bamboo Airways will have **60 days (till 19 September 2025)** to review/modify/approve/reject the RAs in the Excel file mentioned above
- After Bamboo has completed their review and approval of RAs, IATA will start the process of preparing and uploading **SPCRs using Airline Code 952** for the approved RAs.
- **Each SPCR** will have **the approved RA number** in the "Remarks" field of the SPCR, so that Agents can reconcile their records
- The SPCR process (from review to billing) is expected to take **around 30 days from Monday, 22 September 2025**
- Once the SPCRs are raised, Agents will be informed of the billing period in which the SPCRs will be billed



Thank you for your collaboration and patience in this matter. Please note that all necessary steps have been taken to ensure the effective, efficient, and accurate settlement of BSP funds. Should you require any further clarification to the above, please feel free to log your query on the [IATA Customer Portal](#).

Sincerely yours

International Air Transport Association (IATA)

[Share this email](#)



We represent, lead and serve the airline industry

[About Us](#) | [Programs](#) | [Policy](#) | [Publications](#) | [Services](#) | [Training](#) | [Events](#) | [Pressroom](#)

IMPORTANT PRIVACY INFORMATION. The International Air Transport Association (IATA) does not sell or rent your email address to any third party. You received this email message due to your membership, participation or interest in IATA. IATA sends various advertisements, promotions and special announcements regarding products and services that we feel may be of interest to you.

International Air Transport Association (IATA)

[Privacy](#) | [Legal](#)

