**REFUND REQUEST FORM**

Date month year 20…

For refunding tickets purchased on Vietnam Airlines website [www.vietnamairlines.com](http://www.vietnamairlines.com), please complete this form and send it by email to [onlinesupport@vietnamairlines.com](mailto:onlinesupport@vietnamairlines.com) from the registered email address that you used during the booking process or contact the nearest Vietnam Airlines branch for assistance.

Depending on the fare rules, the refund may not be allowed or a refund fee may be applied. If a refund is granted, it will be credited to the payment card or payment account that was used to purchase the tickets.

**TICKET INFORMATION**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Ticket number** | **Passenger name** | **Itinerary** | **Used**  **sectors** | **Sectors**  **requested**  **for refund** | **Reason for refund** |
| 738xxxxxxxxxx | NGUYEN VAN ANH | HANOI – SEOUL- HANOI | HANOI – SEOUL | SEOUL - HANOI | Do not use SEOUL - HANOI |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

**PAYMENT CARD INFORMATION**

|  |  |
| --- | --- |
| **Card holder name** | NGUYEN VAN ANH |
| **Card type** | **06 first and 04 last digits of the card** |
|  |  |
| Visa |  |
| MasterCard |  |
| Amex |  |
| JCB |  |
| UATP |  |
| PayPal, AliPay, WeChat Pay, Union Pay, Sofort | |
| Vietnam Local Payment – Paynow | |
| Vietnam Local Payment – Paylater | |
| Note: For refunding tickets pay later at Vietcombank/Techcombank counter, please contact the nearest Vietnam Airlines branch for assistance. | |

The personal data you provide in this form will be used and processed by Vietnam Airlines for the purpose of processing your refund request exclusively and in compliance with the applicable Data Protection regulations, namely the General Data Protection Regulation (GDPR - Regulation (EU) 2016/679).

In accordance with the GDPR, you have the right of access, rectification, erasure, processing's restriction, and data portability to your personal data and a right to object to direct marketing. You can exercise your rights by contacting Vietnam Airlines.

For further details, please refer to our [Privacy Policy](https://www.vietnamairlines.com/vn/en/terms-and-conditions/privacy-policy).