

To: [REDACTED]  
From: [REDACTED]  
Sent: Mon 3/25/2019 2:10:57 PM  
Subject: Re: [Monitoring [REDACTED]] Booking

Please, can you tell me the Bill Number of the receipt? I can't find it?

On Mar 25, 2019, at 9:59 AM, Belavia [REDACTED] wrote:

Dear Sir,

In response to your e-mail request we advise you to follow the link to find the information about ticket refund "MENU" - "My bookings" - "Ticket return":  
[https://en.belavia.by/passengers/tickets/howto\\_return\\_ticket/](https://en.belavia.by/passengers/tickets/howto_return_ticket/) .

You need to download and fill in an 'Application for flight cancellation and refund' entering all the data requested. The signature is obligatory.

In order to cancel/refund your ticket, please, send application with the copy of passenger's passport (page with photo and signature) to the following e-mail address [support@belavia.by](mailto:support@belavia.by) .

Funds will be refunded to the credit card account used for the payment within 20 days from the date on which requested documents have been received.

Best regards,  
Aliaksandr  
Online payment processor specialist

BELAVIA - Belarusian Airlines  
[REDACTED]

#### Ticket Details

Ticket ID: [REDACTED]  
Department: Фрод-мониторинг  
Type: Issue  
Status: Closed  
Priority: Normal

Support Center: <https://support.belavia.by/index.php?>