

**To:** monitoring@belavia.by  
**From:** [REDACTED]  
**Sent:** Mon 3/25/2019 2:50:51 PM  
**Subject:** Re: [Monitoring [REDACTED] Booking

ok, thanks

On Mar 25, 2019, at 10:49 AM, Belavia [REDACTED] wrote:

Dear Sir,

Certainly, when our specialist begin to proceed your refund request you will be informed accordingly.

Best regards,  
Aliaksandr  
Online payment processor specialist

BELAVIA - Belarusian Airlines

[REDACTED]

#### Ticket Details

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

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