



Dear All passengers with outstanding debts incurred before 14 November 2022

On 14 September 2022, the Central Bankruptcy Court (the "**Court**") issued an order for business rehabilitation of Thai AirAsia X Company Limited (the "**Company**") and appointed the Company as the business rehabilitation plan preparer. Currently, we are in the process of preparing the business rehabilitation plan to set guidelines for debt repayment to all creditors.

In the normal business rehabilitation process, creditors of debts incurred before the Court's order for business rehabilitation must submit their applications for debt repayment to the Official Receiver. However, for you who are creditors of outstanding ticket refund debts incurred before 14 September 2022, the Company, as the planner, will prescribe that you are a creditor under the business rehabilitation plan without the requirement for you to file an application for debt repayment in the business rehabilitation proceedings. In this regard, you can check your airline reservation number/Passenger Name Record (PNR) as well as details of the amount of requested ticket refund as recorded by the Company on the Company's business rehabilitation website (<https://www.taaxrestructuring.com/>) from 21 October 2022 onwards. The said ticket refund debt will later be specified in the Company's business rehabilitation plan.

We would like to clarify that in the debt repayment application submission process if the amount of debt for which a creditor has applied for repayment is incorrect or incomplete, the Company will be required to object to such debt repayment application. Consequently, the Official Receiver shall examine and investigate the debt repayment application. In such case, the creditor must contact and/or testify with the Official Receiver for such examination and investigation at the Business Rehabilitation Division which is located on the 8th floor of the Government Complex Ratchaburi Direkrit Building (Building A), Chaeng Watthana Road, Thung Song Hong Subdistrict, Lak Si District, Bangkok. Therefore, for convenience, speedy process, and to prevent the passengers who still wish to submit an application for debt repayment concerning the ticket refunds incurred before 14 September 2022 from wasting their time and expenses in the unnecessary application submission process, the Company asks you to kindly check the airline reservation number/Passenger Name Record (PNR) and also the details of the amount of the ticket refund debts from the information prepared by the Company which is available on the Company's business rehabilitation website (<https://www.taaxrestructuring.com/>). Nevertheless, the Company would like to confirm that passengers of the Company do not need to submit an application for debt repayment with respect to your ticket refunds to the Official Receiver.

We confirm that the Company intends to take care of you as important customers to the best of our ability, and we will make every effort to avoid any effects from the business rehabilitation process to the customers as much as possible.



In addition, the passengers who request a ticket refund do not wish to be repaid the debt under the rehabilitation plan. The Company is willing to refund the ticket price in form of the travel voucher to reciprocate for the ticket and service from the company instead of getting the ticket refund.

If you have any questions, you can contact us for more information directly at our phone number 02-080-9412 or 02-080-9415.

Please be informed and consider accordingly.