

Dear Travel Manager,

As we progress through the challenges and uncertainty associated with COVID-19 we want to ensure that we are keeping you and your travellers at the focus of everything that we do. For this reason, we have made the decision to pause optimization of air tickets with Savings Finder for Air until further notice. Please read the information below carefully to understand what these changes mean for your travel program.

How does optimization for Savings Finder for Air work?

Savings Finder for Air is a program that Egencia offers to customers on an opt-in basis, if you are receiving this email you have opted into the program. Egencia Savings Finder for Air monitors optimization opportunities for our customers air bookings' using machine learning to find additional savings. If a savings opportunity is identified, the booking is optimized, the cost of the ticket along with the Savings Finder fee are then applied and transacted to the billing mechanism on file.

When will the pause go into effect?

We are pausing optimizations immediately. These changes went into effect as of March 14, 2020.

Why are we pausing Savings Finder for Air optimizations?

As the airlines and the market overall responded to the Coronavirus pandemic, there were dramatic swings in air ticket prices. By design, Savings Finder for Air (SFA) found lower prices when they appeared. SFA rebooked tickets to capture the resulting savings. However, when we examined these tickets, it became clear that many of these would be ultimately cancelled due to their origination/destination and/or the travel date falling within governmental Coronavirus travel restrictions.

As a result, we are proactively waiving the fees for any SFA optimization and rebooking that occurred from January 1, 2020 to March 14, 2020, for travel between March 1, 2020 and March 31, 2020.

In addition, we are pausing the SFA program as of March 14,

2020 in order to avoid rebooking flights that may not ultimately travel. We will evaluate when to reinitiate SFA as we approach April 15, 2020.

Fees: What are we doing with bookings that have been optimized recently?

We do not want to earn optimization fees from our customers under these circumstances when the booking has already been cancelled. Therefore, we are proactively waiving Savings Finder for Air fees on cancelled flights that were originally booked as of January 1, 2020, optimized by Saving Finder for Air and scheduled for travel between March 1-March 31. Egencia will refund all waived Savings Finder for Air fees to the billing mechanism on file.

Do Travel Managers need to take any action?

No, Egencia is actively performing this analysis. For those applicable bookings, we will automatically process refunds for customers to the billing mechanism on file. As we proceed forward and pause optimization of future air tickets, no further fees will be incurred by customers and we will not be applying optimizations at this time.

While this challenging situation continues to evolve, you can continue to rely on Egencia to fully support you and your travellers. Your Egencia Account Manager is always available to help if needed.

Your Egencia Team



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