



## TRADE HELPDESK PLUS UPDATE

Dear Valued Trade Partner,

As part of our continued commitment to deliver world class servicing and support, we are thrilled to bring you some significant updates that are sure to enhance your experience with us.

Our Trade Helpdesk Plus is operated 24/7, which allows greater flexibility when addressing urgent matters and complements our existing support options, such as email and [www.ba.com/traveltrade](http://www.ba.com/traveltrade). The Trade Helpdesk Plus team is ready to provide dedicated assistance for a wide array of issues, including but not limited to:

- Name corrections
- Refund status updates and escalation
- Fare queries
- Flight cancellation and disruption support

To further streamline your service experience, we will be introducing a new phone number as well as PIN. Effective from 9 October 2023, this new number and PIN should be used when contacting the team. Your existing phone number and PIN will soon be deactivated so we recommend the new number and PIN are always used when reaching out to us.

Your new PIN is	
Your new toll-free phone number	<b>833 5984843</b>

Thank you for choosing British Airways as your trusted partner in travel. We look forward to continuing our journey together and remain at your service around the clock.

Warm regards,

British Airways