

Dear Partner,

It is with sadness we would like to share with you that, Jet Airways has suspended all its domestic and international operations.

Late last night we were informed by State Bank of India, on behalf of the consortium of Indian lenders, that they are unable to consider our request for interim funding. Since no emergency funding from the lenders or any other source of funding was forthcoming, it would therefore not have been possible for us to pay for fuel or other critical services to keep the operations going.

Consequently we were compelled to cancel all our domestic and international flights effective April 18th, 2019. This decision has been taken after painstaking evaluation of all alternatives and after receiving guidance and advice on the same from the Board of Directors of Jet Airways.

Over the last several weeks and months we have tried every means possible to seek funding, both interim as well as long term, to keep our operations going. Unfortunately, despite the very best of our efforts, we have been left with no other choice.

A decision like this is never easy to make, but without the interim funding, which we have been repeatedly requesting for, we are simply unable to conduct flight operations in a manner that delivers to the very reasonable expectations of our guests, employees, partners and service providers.

After 25 years of sharing the Joy of Flying with Indian and International guests, Jet Airways and its Board of Directors have been forced to take this extreme measure, as prolonged and sustained efforts with lenders and authorities to ensure the sustainability of the airline did not yield the desired results.

But, tomorrow is another day and tomorrow provides us with new hope, new opportunity and new expectations. We know that India is better off with a flying Jet Airways, and so do our potential investors. With a smile on our face and pride in our hearts, we have become the flag-bearer of warm Indian hospitality the world over. We have fueled India's economic engine enabling business travelers and tourists alike to traverse the world. Families and businesses have grown with Jet Airways and have come to love our people as much as our brand.

We will now await the bid finalisation process by SBI and the consortium of Indian Lenders and will continue to support the bid process initiated by the lenders.

If you are a trade partner using BSP, you are requested to process refunds for tickets issued on Jet Airways as per the standard IATA process.

If you are a trade partner using ARC, you are requested to process refunds for tickets issued on Jet Airways as per the standard ARC process.

We sincerely and profusely apologise for the disruption of your guests' travel plans.

We would like to express our sincere gratitude to all our partners and thank you for your continued patronage, support and loyalty over the years.

We are hopeful that we will be able to bring the flying sun back into the skies.

Yours sincerely,

Raj Sivakumar  
Senior VP Global Sales and Distribution