




Suspension Notice

Suspension of Air Madagascar (MD 258) *

Dear Customer,

Please be informed that Air Madagascar (MD 258) has been suspended from BSP HONG KONG SAR, CHINA as of 13.11.2021.

In view of this suspension, we would like to provide you with some guidance on the **next actions for your business to take:**

1. Please stop all Air Madagascar (MD 258) ticketing activities

Air Madagascar is no longer a participant in BSP HONG KONG SAR, CHINA and **you are required to stop issuing tickets, Electronic Miscellaneous Documents (EMDs), and refunds on behalf of this airline.**

2. Remove all amounts related to Air Madagascar (MD 258) from your upcoming payments to IATA BSP

You need to calculate the correct amount to be paid to IATA BSP by removing any Outstanding Billings (pending and future tickets, EMDs and refunds) corresponding to Air Madagascar from your BSP Billing Reports (please refer to Agent Remittance Details or Agent Billing Details).

You can also refer to the *ICE – IATA Customer E-Statement* service in the IATA Customer Portal for details on the adjustments and final amount to be paid to BSP.

3. Adjust your upcoming remittance payment to IATA BSP

Once you have a final adjusted billing amount (following Step 2 above) you must ensure payment of this amount by the Remittance Day to IATA BSP.

The following items are important for you to remember while making the payment:

- It is critical that you adjust your payment as **any short payments may result in interruptions to your business (Risk Events/Irregularities).**
- **If you are using an automated payment method (direct debit),** you will need to issue a manual payment for this billing period.

4. Kindly settle outstanding billings directly with Air Madagascar

Finally, all Outstanding Billings related to the suspended airline (the amounts removed from the IATA BSP billings in Step 2) **must be settled directly with Air Madagascar outside of the IATA BSP.**

For any further questions, please contact the airline directly.

We regret any inconvenience this may cause to your business, which are unfortunately beyond IATA's control. We appreciate your cooperation and support in following the directions to enable as smooth a process as possible.

[Get Support](#)

Kind regards,

Juan Antonio Rodriguez
Director Financial Services Operations & Delivery
International Air Transport Association (IATA)

*For a complete description of the effects of airline suspension, please refer to [Resolution 850 Attachment F](#). **This summary is provided for convenience only, and in the event of a conflict between [Resolution 850](#) and this notice, Resolution 850 shall control.**

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