

DECISION 2013 – 05 – 3 Addendum 1
TRAVEL AGENCY COMMISSIONER – AREA 3

Jo Foged
685 Remuera Road,
Remuera, Auckland 1050,
New Zealand

Applicant:

CT Mutiara Travel and Tours SDN BHD,
No 9-1, Jalan Metro Perdana Barat 1,
Taman Usahawan Kepong,
52100 Kuala Lumpur,
Malaysia.
Represented by Ms Yanty, Manager.

Respondent:

Agency Administrator, Geneva
International Air Transport Association, IATA,
Represented by Ms Hwa Ooi Tham, Manager, Agency Management Asia/Pacific
IATA, Singapore.

The Case and Decision:

In the core Decision the Agent was granted until 31 May 2013 to provide IATA SIN with the increased level of financial security called for under the Financial Criteria for Malaysia now that the Agent had failed to obtain a Bumiputra Certificate which would have permitted a lower amount of financial security to be provided.

On 7 June 2013 the Agent advised that an enquiry to its Bank with regard to when the required bank guarantee would be in place elicited the response that it would not be ready until the end of next week. The Agent stated that it had lodged its documentation to its Bank on 20 May 2013 and under the circumstances sought a further extension until Friday 14 June 2013.

Noting the slow processing of the Agent's application, by NZL standards, and hereby encouraging the Agent to impress on its Bank the need for urgent completion of the guarantee it is hereby decided as follows:-

1. The Agent is granted until Friday 14 June 2013 to submit the required level of financial security to IATA.
2. On finding said security to be satisfactory IATA is to reinstate the Agent as an IATA Accredited Passenger Sales Agent.

Decided this 10th day of June 2013 in Auckland

Jorgen Foged
Travel Agency Commissioner Area 3

Notes:

1. As per Resolution 820e, Section 4, any Party has the right, if it considers itself aggrieved by this Decision, to seek review by Arbitration in accordance with the provisions of Resolution 824, Section 14.
2. The Parties are advised that effective from 1 June 2012, according to Subparagraph 2.10 of Resolution 820e, any of them may request an interpretation of this Decision, or for a correction of any error in computation, any clerical or typographical error, or any omission in this Decision. Such request must be made within 15 days of receipt of the electronic version of this Decision.